

State of Hawaii
Department of Health

Child and Adolescent Mental Health Division

Consumer Survey Report: Fiscal Year 2004

Prepared by
OmniTrack Group, Inc.



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OmniTrak Group Inc.

The Research-Based Marketing Professionals in the Pacific Rim

STATE OF HAWAII

DEPARTMENT OF HEALTH CHILD & ADOLESCENT MENTAL HEALTH DIVISION

ECHO[®] 3.0 H

Prepared by:
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BACKGROUND

The HEDIS Experience of Care and Health Outcomes survey (ECHO[®]3.0H) is a standardized survey that assesses experiences with specialty behavioral health care, including mental health and chemical dependency services. ECHO[®]3.0H survey results summarize enrollee satisfaction through composites, question summary rates and one overall rating of treatment.

The overarching goal of the ECHO[®]3.0H survey is to obtain information effectively and efficiently from the person receiving care – information that is not available from any other source.

The ECHO[®]3.0H survey builds on two existing behavioral health care quality assessment instruments: the Mental Health Statistics Improvement Program (MHSIP) consumer survey and the Consumer Assessment of Behavioral Health Services (CABHS).

The Hawaii Department of Health CAMHD contracted with the OmniTrak Group Inc. to conduct the survey in 2004.

SAMPLE AND METHODOLOGY

METHODOLOGY

OmniTrak implemented a NCQA approved methodology and protocols for the surveys. The approved methodology included a 4-wave mail methodology consisting of two survey mailings and two reminder postcards at set NCQA-specified timings. This was followed with at least eight attempts at follow-up by telephone for non-respondents.

The timings of the mailings were as follows:

Send first questionnaire and cover letter to the member	January 26, 2004
Send a postcard reminder to non-respondents 7 days after mailing the first questionnaire	February 2, 2004
Send a second questionnaire and second cover letter to non-respondents approximately 35 days after mailing the first questionnaire	February 27, 2004
Send a second postcard reminder to non-respondents 7 days after mailing the second questionnaire	March 5, 2004
Initiate computer-assisted telephone interviews (CATI) for non-respondents approximately 21 days after mailing the second questionnaire	March 25, 200
Close off data collection (14 days after CATI initiation)	April 8, 2004

Each survey packet mailed to the caregivers of enrollees contained: 1) a questionnaire survey form, 2) a cover letter from Hawai'i Child and Adolescent Mental Health Division (CHMHD) outlining the purpose of the survey, and 3) a business-reply envelope, addressed to OmniTrak with which the caregivers of enrollees would return their completed survey. Samples of the survey packet are enclosed at the end of this report.

SURVEY INSTRUMENT

The survey asks the caregivers of enrollees to rate their experiences about the services their child received from their health care practitioners in the last 12 months. Analysis of the ECHO®3.0H data produces several measurements. This data is an important source of feedback for mental health care practitioners.

The survey instrument itself is a 2-sheet 11x17 inch document printed on both sides, folded in half to resemble a booklet (8 pages in total).

The survey has several sections:

CORE ECHO®3.0H QUESTIONS	SUPPLEMENTAL QUESTIONS	DEMOGRAPHICS
<ul style="list-style-type: none">• Getting Treatment Quickly• How Well Clinicians Communicate• Access to Treatment and Information• Informed about Treatment Options• Rating of Treatment and Counseling	<ul style="list-style-type: none">• Rating of company that handled benefits• Least restrictive services questions	<ul style="list-style-type: none">• About you and your child

The survey instrument was formatted into a scannable format for data processing.

SAMPLING FRAME

CAMHD generated and submitted to OmniTrak an electronic sample frame of enrollees. The inclusion criteria are as follows:

- Within age range as of January 1 of the current year
- Currently registered as of the sampling date
- Registered for the previous year with no more than one gap in enrollment not exceeding 45 days
- Consumers received behavioral health care services (mental health or chemical dependency).

The sample frame contained enrollees' name, the name of the caregivers of the child, the mailing address, contact telephone numbers (home, work, cell), child's gender, child's date of birth and Quest or Non-Quest status. Note that no individual in the sampling frame requested a change in the practitioners.

The final sample frame consisted of 853 records and represented a census of all CAMHD enrollees meeting the inclusion criteria.

SAMPLE

NCQA requires a sample size of 1,305 for a mixed methodology sampling protocol. However, because the survey population is 853, OmniTrak conducted a census of all enrollees (n = 853).

The first mailing was sent to 853 enrollees on January 26, 2004. The second mailing was sent to 676 enrollees on February 27, 2004. Throughout the data collection period, all enrollees were tracked and caregivers who completed the surveys were eliminated from future mailings or telephone follow-up. CAMHD provided updated mailing addresses for undeliverable surveys after the first mailing.

The response rate for Quest and non-Quest members are calculated based on the number of eligible members, 733 (exclusion of self-reported non-user of behavioral health services, which is equal to 120). The final member response rate for the 2004 CAMHD ECHO[®] 3.0H Survey was 35.9%. For Quest sample, it was 32.3% (base = 291); for non-Quest sample, it was 38.2% (base = 442).

Broken down by mailings, the response rate at the end of the first mailing was 13.4%. A further 97 surveys (13.2%) arrived at OmniTrak after the second mailing. Additional 68 surveys (9.3%) were collected via the telephone.

The following two tables show the type of disposition and the distribution of respondents under different waves of mail and telephone interview.

DISPOSITION	TOTAL	QUEST	NON-QUEST
Mail			
Complete survey	195	75	120
Ineligible: self-reported non-user of behavioral health services	73	22	51
Non-response: break-off*	13	4	9
Non-response: refusal	1		1
Telephone			
Complete survey	68	19	49
Non-response: non-working phone number	207	84	123
Ineligible: self-reported non-user of behavioral health services	47	14	33
Non-response: break-off*	8	2	6
Non-response: refusal	32	10	22
Non-response: after maximum attempts	209	97	112
TOTAL	853	327	526
Sample - Ineligibles	733	291	442
Response Rate	35.9%	32.3%	38.2%

Note: * member provided some responses but the survey does not meet criteria for "complete survey"

	TOTAL	Quest	Non-Quest	Male	Female	12 or younger	13 to 16 years	17 years or older
Complete by Mail	74%	80%	71%	72%	78%	69%	80%	71%
Mail Round 1	37%	38%	37%	39%	34%	25%	45%	36%
Mail Round 2	37%	41%	34%	33%	44%	43%	35%	36%
Complete by Telephone	26%	20%	29%	28%	22%	31%	20%	29%
Telephone Round 1	13%	10%	15%	14%	12%	16%	10%	14%
Telephone Round 2	6%	3%	8%	7%	5%	12%	3%	7%
Telephone Round 3 or more	6%	7%	6%	7%	5%	4%	6%	8%
Base	263	94	169	169	94	51	97	115

With under half of all enrollees having the survey completed on their behalf, it may be of interest to examine any non-response bias through comparing the profiles of the enrollees who responded to the survey with those who did not. Non-Quest members are more likely to respond than Quest members. Caregivers of female members are more likely to respond than males (statistically significant). In addition, caregivers of younger members are more likely to respond than older ones. Caregivers of members who visited Windward family guidance center are more likely to respond than those who visited other centers. Note that the bases by child's mental health, child's overall health, race, primary problem, and service category are not shown because the sample frame did not contain these information.

RESPONSE RATE			
	Base*	Respondents	Response Rate
Total	733	263	35.9%
Quest	291	94	32.3%
Non-Quest	442	169	38.2%
Child's Gender			
Male	498	169	33.9%
Female	235	94	40.0%
Child's Age			
12 or younger	128	51	39.8%
13 to 16 years	282	97	34.4%
17 years or older	323	115	35.6%
Family Guidance Center			
Central Oahu	55	24	43.6%
Honolulu	55	18	32.7%
Leeward	78	20	25.6%
Windward	52	29	55.8%
Hawaii	148	54	36.5%
Maui	48	21	43.8%
Kauai	296	97	32.8%
* Exclude Ineligible (self-reported non-user of behavioral health services)			

PROFILE OF RESPONDENTS VS. NON-RESPONDENTS				
	TOTAL	Respondents	Non-Respondents	Difference
Quest				
Quest	38%	36%	39%	4%
Non-Quest	62%	64%	61%	-4%
Gender of Child				
Male	69%	64%	71%	7%
Female	31%	36%	29%	-7%
Age of Child				
10 years or younger	9%	9%	10%	1%
11 years	5%	6%	4%	-1%
12 years	6%	5%	6%	1%
13 years	8%	7%	8%	1%
14 years	8%	6%	9%	3%
15 years	10%	10%	10%	0%
16 years	12%	13%	12%	-1%
17 years	16%	15%	16%	1%
18 years or older	26%	29%	25%	-3%
Mean Age	15.2	15.3	15.1	
Family Guidance Center				
Central Oahu	7.7%	9%	7%	-2%
Honolulu	7.2%	7%	7%	0%
Leeward	10.2%	8%	11%	4%
Windward	6.3%	11%	4%	-7%
Hawaii	19.5%	21%	19%	-2%
Maui	6.2%	8%	5%	-3%
Kauai	42.7%	37%	45%	8%
Base	853	263	590	

Shaded % indicates a statistically significance difference between respondents and non-respondents at the 95% level of confidence.

For the profile of Quest vs. Non-Quest samples, statistically more of Quest sample were in fair/poor overall health (29% vs. 16%) and statistically more of the non-Quest sample were out-patients than Quest sample (73% vs. 69%).

The followings are the differences between the profile of Quest and non-Quest samples, but they were not statistically significant. Relatively more of the Quest enrollees are males and relatively more of the non-Quest enrollees are females. About 65% of the non-Quest respondents were in good/very good/excellent mental health, whereas half of the Quest respondents were in fair/poor mental health. In general, more respondents are white, followed by native Hawaiian or Pacific Islander, where the opposite pattern exists for Quest members. Relatively more of the Quest respondents visited Honolulu, Leeward, Windward, Hawaii, and Maui family guidance centers and relatively more of the non-Quest respondents visited Kauai family guidance center. A larger percentage of the Quest respondents had personal or emotional problems and alcohol or drug problems when compared with the non-Quest respondents.

PROFILE OF QUEST VS. NON-QUEST RESPONDENTS				
	TOTAL	Quest	Non-Quest	Difference
Gender of Child				
Male	64%	69%	62%	8%
Female	36%	31%	38%	-8%
Age of Child				
10 years or younger	9%	9%	9%	0%
11 years	6%	5%	6%	-1%
12 years	5%	5%	5%	1%
13 years	7%	10%	6%	4%
14 years	6%	4%	7%	-3%
15 years	10%	6%	12%	-6%
16 years	13%	10%	15%	-6%
17 years	15%	19%	12%	7%
18 years or older	29%	32%	27%	5%
Mean Age	15.3	15.4	15.2	
Child's Mental Health				
Excellent / Very Good	28%	24%	30%	-5%
Good	32%	26%	35%	-10%
Fair / Poor	40%	50%	35%	15%
Child's Overall Health				
Excellent / Very Good	40%	33%	45%	-12%
Good	39%	38%	40%	-1%
Fair / Poor	20%	29%	16%	13%
Race				
White	37%	33%	39%	-6%
Native Hawaiian or Pacific Islander	33%	39%	30%	10%
Asian	25%	31%	21%	10%
Other	15%	14%	16%	-2%
American Indian or Alaska Native	5%	5%	5%	1%
Black or African American	1%	0%	1%	-1%
Family Guidance Center				
Central Oahu	9%	9%	9%	-1%
Honolulu	7%	9%	6%	3%
Leeward	8%	10%	7%	3%
Windward	11%	19%	7%	13%
Hawaii	21%	34%	13%	21%
Maui	8%	16%	4%	12%
Kauai	37%	4%	55%	-51%
Primary Problem				
Personal/Emotional				
Yes	94%	95%	93%	1%
No	6%	5%	7%	-1%
Alcohol/ Drug				
Yes	32%	33%	31%	2%
No	68%	67%	69%	-2%
Service Category				
Emergency				
Yes	18%	18%	18%	0%
No	82%	82%	82%	0%
Outpatient				
Yes	71%	69%	73%	-4%
No	29%	31%	27%	4%
Base	263	94	169	

Shaded % indicates a statistically significance difference between Quest and Non-Quest at the 95% level of confidence.

DATA PROCESSING

The mailed surveys were returned to OmniTrak in business reply envelopes for final processing. The telephone interviews were captured in OmniTrak's Computer Assisted Telephone Interviewing (CATI) software and merged into the final data set.

If more than one response was received from a respondent the duplicate responses were eliminated from the final data file. In the process of de-duplication of data files, surveys with higher percentage of answered questions were kept. If two surveys had the same number of questions answered, OmniTrak deleted the survey that was received at a later date.

SUMMARY OF FINDINGS

All findings are taken from survey data. The four (4) composites, namely Getting Treatment Quickly, How Well Clinicians Communicate, Access to Treatment and Information, and Informed About Treatment Options, are calculated based on the NCQA's guidelines for calculating HEDIS/ECHO[®]3.0H survey results from HEDIS 2004 Specifications for the ECHO[®]3.0H Survey for MBHOs. For the questions that are included in the Getting Treatment Quickly and How Well Clinician Communicate, they are originally measured in 4-point scales and recoded to 3-point scales based on NCQA's guidelines. Each composite is composed of questions with the same set of response choices. The following table shows the composite questions, response choices, and corresponding score values that are used to calculate results.

	Getting Treatment Quickly	Response Choices	Score Values
Q3	In the last 12 months, how often did you get the professional counseling you needed on the phone for your child?	Never Sometimes Usually Always	1 1 2 3
Q5	In the last 12 months, when your child needed counseling or treatment right away, how often did your child see someone as soon as you wanted?	Never Sometimes Usually Always	1 1 2 3
Q8	In the last 12 months, not counting the times your child needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted for your child?	Never Sometimes Usually Always	1 1 2 3
	How Well Clinicians Communicate	Response Choices	Score Values
Q13	In the last 12 months, how often did the people your child went to for counseling or treatment listen carefully to you?	Never Sometimes Usually Always	1 1 2 3
Q14	In the last 12 months, how often did the people your child went to for counseling or treatment explain things in a way you could understand?	Never Sometimes Usually Always	1 1 2 3
Q15	In the last 12 months, how often did the people your child went to for counseling or treatment show respect for what you had to say?	Never Sometimes Usually Always	1 1 2 3
Q16	In the last 12 months, how often did the people your child went to for counseling or treatment spend enough time with you?	Never Sometimes Usually Always	1 1 2 3
Q19	In the last 12 months, how often were you involved as much as you wanted in your child's counseling or treatment?	Never Sometimes Usually Always	1 1 2 3
	Access to Treatment and Information	Response Choices	Score Values
Q27	In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval?	A big problem A small problem Not a problem	1 2 3
Q29	In the last 12 months, how much of a problem, if any, was it to get the help your child needed when you called customer services?	A big problem A small problem Not a problem	1 2 3
	Informed About Treatment Options	Response Choices	Score Values
Q20	In the last 12 months, were you told about self-help or support groups, such as consumer-run groups or 12-step programs?	No Yes	0 1
Q21	In the last 12 months, were you given information about different kinds of counseling or treatment that are available?	No Yes	0 1

Appendix A shows the positive ratings about Access, General Satisfaction, Outcomes, and Participation in Treatment, in both summary format (appendix 1a) and by ethnicity (appendix 1b). Rating of Access is measured by the mean of 'Getting Treatment Quickly' and 'Access to Treatment and Information' and positive rating is defined as the mean rating above 2.0. General Satisfaction includes the mean rating of counseling or treatment (question 25) and company that handled enrollees' benefits for counseling or treatment (question 30). Positive rating of General Satisfaction is defined as rating above 6. Outcomes is measured by enrollees' mental health (question 36), positive rating is defined as excellent, very good, and good in question 36. Participation in Treatment is measured by the mean of 'How Well Clinicians Communicate' and 'Informed About Treatment Option'. Positive rating is defined as the mean rating above 2.0.

OVERALL SATISFACTION SCORES

Satisfaction scores are measured from two perspectives -- 1) Performance ratings of the clinician and 2) Accessibility to service, specifically treatment and information.

The survey measured clinician performance along three dimensions - Getting Treatment Quickly, How Well Clinicians Communicate, and Informed about Treatment Options. Each of the measurements was aggregated in a composite score. The score values range from 1 to 3 for the measures of Getting Treatment Quickly and How Well Clinicians Communicate and from 0 to 1 for the measures of Informed about Treatment Options.

In addition to the clinician satisfaction ratings, Access to Treatment and Information, is calculated to measure overall satisfaction scores. The score values range from 1 to 3. If there is any statistical difference at 95% confidence between the responses by plan, by child's gender, by child's age, by child's mental health, by family guidance center, by primary problem, or by service category, the response is shaded in gray.

How Well Clinicians Communicate is the highest ranking composite with a mean score of 2.4, followed by Access to Treatment and Information at 2.3. Getting Treatment Quickly scores relatively low at 1.9. Informed About Treatment Options scores at 0.6. For the Quest respondents, the composites are scored the same as the total respondents.

There is **no statistical difference** between the composite ratings by plan, by child's gender, by child's age, by child's mental health, by family guidance center, by primary problem, or by service category. Although differences by segment are not statistically significant, rating scores vary consistently based on children's mental health. Generally, for example, caregivers of children with fair/poor mental health give lower overall composite ratings than those of children with excellent/very good mental health. The latter segment gives the highest ratings for How Well Clinicians Communicate and Access to Treatment and Information (2.6) and for Getting Treatment Quickly (2.2) (Exhibit 1).

For children with personal or emotional problems, caregivers rated Getting Treatment Quickly, How Well Clinicians Communicate, and Informed about Treatment Options higher than the rest of the sample. In contrast, the caregivers of children with no personal or emotional problem rated Access to Treatment and Information higher. (Exhibit 1).

While caregivers of children with alcohol or drug problems rated being Informed about Treatment Options high, caregivers of children without alcohol or drug problem rated How Well Clinicians Communicate high. (Exhibit 1).

For children with no emergency service experience, caregivers rated Getting Treatment Quickly, How Well Clinicians Communicate, and Access to Treatment and Information high. Among children who were outpatients, caregivers gave strong ratings on How Well Clinicians Communicate. Finally, caregivers of non-outpatients rated Access to Treatment and Information (Exhibit 1) higher.

In terms of geographic variances by guidance centers, the Central Oahu family guidance center rated highest on Getting Treatment Quickly (2.1). Kauai family guidance center users rated How Well Clinicians Communicate and Access to Treatment and Information highest at 2.5. In Honolulu, caregivers visiting the family guidance center there rated Informed about Treatment Options highest at 0.8 (Exhibit 1).

While not significant, directional differences are evident in the Quest sample by mental health condition and by geographic segment. How Well Clinicians Communicate was rated the highest at 2.7 by caregivers of children with excellent/very good mental health, but this was not statistically higher than those with good/fair/poor mental health conditions (Exhibit 2).

Quest caregivers of children visiting the Central Oahu family guidance center rated Getting Treatment Quickly the highest at 2.8, while users of the Kauai family guidance center rated Access to Treatment and Information the highest at 2.9, but the ratings were not statistically different from those who visited other centers (Exhibit 2).

For children who were not outpatients, caregivers rated Getting Treatment Quickly and Access to Treatment and Information higher than those who were outpatients, but the differences were not statistically significant (Exhibit 2).

EXHIBIT 1. OVERALL COMPOSITE (TOTAL SAMPLE)									
	Maximum Score	Total	Quest	Non-Quest	Child's Gender		Child's Age		
					Male	Female	12 or younger	13 to 16 years	17 years or older
Getting Treatment Quickly	3.0	1.9	1.9	1.9	1.9	2.0	1.9	2.0	1.9
How Well Clinicians Communicate	3.0	2.4	2.4	2.3	2.4	2.3	2.4	2.4	2.3
Access to Treatment and Information	3.0	2.3	2.3	2.2	2.2	2.3	2.2	2.3	2.3
Informed About Treatment Options	1.0	0.6	0.6	0.6	0.6	0.6	0.5	0.6	0.6
Base		263	94	169	169	94	51	97	115

EXHIBIT 1. OVERALL COMPOSITE (TOTAL SAMPLE)					
	Maximum Score	Total	Child's Mental Health		
			Excellent/Very Good	Good	Fair/Poor
Getting Treatment Quickly	3.0	1.9	2.2	1.9	1.8
How Well Clinicians Communicate	3.0	2.4	2.6	2.4	2.2
Access to Treatment and Information	3.0	2.3	2.6	2.4	2.0
Informed About Treatment Options	1.0	0.6	0.7	0.6	0.5
Base		263	73	83	105

EXHIBIT 1. OVERALL COMPOSITE (TOTAL SAMPLE)									
	Maximum Score	Total	Family Guidance Center						
			Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Getting Treatment Quickly	3.0	1.9	2.1	1.9	2.0	2.0	1.8	1.8	1.9
How Well Clinicians Communicate	3.0	2.4	2.2	2.4	2.2	2.4	2.3	2.2	2.5
Access to Treatment and Information	3.0	2.3	2.3	2.3	1.8	2.1	2.1	2.0	2.5
Informed About Treatment Options	1.0	0.6	0.6	0.8	0.6	0.6	0.6	0.6	0.5
Base		263	24	18	20	29	54	21	97

EXHIBIT 1. OVERALL COMPOSITE (TOTAL SAMPLE)										
	Maximum Score	Total	Primary Problem				Service Category			
			Personal/Emotional		Alcohol/Drug		Emergency		Outpatient	
			Yes	No	Yes	No	Yes	No	Yes	No
Getting Treatment Quickly	3.0	1.9	1.9	1.5	1.9	1.9	1.8	1.9	1.9	1.9
How Well Clinicians Communicate	3.0	2.4	2.4	1.9	2.3	2.4	2.0	2.4	2.4	0.0
Access to Treatment and Information	3.0	2.3	2.2	2.5	2.3	2.3	1.9	2.4	2.2	2.3
Informed About Treatment Options	1.0	0.6	0.6	0.4	0.7	0.5	0.6	0.6	0.6	0.0
Base		263	247	16	83	178	47	216	188	75

EXHIBIT2. OVERALL COMPOSITE (QUEST SAMPLE)										
	Maximum Score	Total	Child's Gender		Child's Age			Child's Mental Health		
			Male	Female	< 12 years	13 to 16 years	17 years or older	Excellent/ Very Good	Good	Fair/ Poor
Getting Treatment Quickly	3.0	1.9	1.9	2.0	1.8	2.1	1.8	2.3	1.8	1.8
How Well Clinicians Communicate	3.0	2.4	2.4	2.3	2.5	2.3	2.3	2.7	2.5	2.2
Access to Treatment and Information	3.0	2.3	2.2	2.3	2.2	2.5	2.3	2.7	2.5	2.1
Informed About Treatment Options	1.0	0.6	0.6	0.6	0.6	0.5	0.7	0.8	0.7	0.5
Base		94	65	29	18	28	48	23	24	47

EXHIBIT2. OVERALL COMPOSITE (QUEST SAMPLE)										
	Maximum Score	Total	Family Guidance Center							
			Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai	
Getting Treatment Quickly	3.0	1.9	2.8	1.7	2.1	2.0	1.9	1.6	1.4	
How Well Clinicians Communicate	3.0	2.4	2.5	2.4	2.2	2.5	2.4	2.2	2.5	
Access to Treatment and Information	3.0	2.3	2.7	2.1	2.2	2.6	2.1	2.1	2.9	
Informed About Treatment Options	1.0	0.6	0.8	0.7	0.6	0.6	0.7	0.4	0.5	
Base		94	8	8	9	18	32	15	4	

EXHIBIT2. OVERALL COMPOSITE (QUEST SAMPLE)										
	Maximum Score	Total	Primary Problem				Service Category			
			Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
			Yes	No	Yes	No	Yes	No	Yes	No
Getting Treatment Quickly	3.0	1.9	1.9	1.5	1.8	1.9	1.6	2.0	1.8	2.2
How Well Clinicians Communicate	3.0	2.4	2.4	1.7	2.2	2.4	2.0	2.5	2.4	0.0
Access to Treatment and Information	3.0	2.3	2.3	2.9	2.2	2.3	1.6	2.5	2.2	2.7
Informed About Treatment Options	1.0	0.6	0.6	0.5	0.8	0.6	0.6	0.6	0.6	0.0
Base		94	89	5	31	62	17	77	65	29

GETTING TREATMENT QUICKLY

Forty-four percent of the respondents got professional counseling on the phone in the last twelve months. Caregivers of children who visited Leeward or Maui family guidance centers were statistically more likely to get counseling on the phone. This also happened more for children who had personal or emotional problems, or who had previously requested emergency services. Fifty-seven percent of the children needed counseling or treatment right away in the last twelve months. This happened more often for children who were in fair/poor mental health, who visited Leeward, Windward, Hawaii, or Maui family guidance centers, who had alcohol or drug problems, or who requested emergency services before (statistically significant) (Exhibit 3).

For the Quest sample, 45% of them got counseling on phone in the last twelve months. Caregivers of children who visited Hawaii or Maui family guidance centers, or had emergency services before were statistically more likely to get counseling on phone. Sixty-five percent of the children belonging to the Quest sample needed counseling or treatment right away in the last twelve months. Their caregivers were statistically more likely to need counseling or treatment right away than those who were not Quest members. For those children who were in fair/poor mental health, visited the Leeward family guidance center, or requested emergency services before, their caregivers were statistically more likely to need counseling or treatment right away (Exhibit 4).

EXHIBIT 3. COUNSELING AND TREATMENT DEMAND (TOTAL SAMPLE)								
	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years o older
GET COUNSELING ON PHONE								
Yes	44%	45%	43%	42%	48%	47%	40%	46%
No	56%	55%	57%	58%	52%	53%	60%	54%
Base	261	93	168	167	94	51	96	114
NEED COUNSELING OR TREATMENT RIGHT AWAY								
Yes	57%	65%	52%	55%	61%	61%	52%	59%
No	43%	35%	48%	45%	39%	39%	48%	41%
Base	262	94	168	168	94	51	96	115

EXHIBIT 3. COUNSELING AND TREATMENT DEMAND (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
GET COUNSELING ON PHONE											
Yes	44%	44%	42%	45%	48%	39%	65%	34%	45%	62%	38%
No	56%	56%	58%	55%	52%	61%	35%	66%	55%	38%	62%
Base	261	73	83	103	23	18	20	29	53	21	97
NEED COUNSELING OR TREATMENT RIGHT AWAY											
Yes	57%	45%	54%	66%	38%	59%	85%	66%	63%	76%	45%
No	43%	55%	46%	34%	63%	41%	15%	34%	37%	24%	55%
Base	262	73	83	104	24	17	20	29	54	21	97

EXHIBIT 3. COUNSELING AND TREATMENT DEMAND (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
GET COUNSELING ON PHONE									
Yes	44%	46%	19%	48%	42%	61%	40%	45%	43%
No	56%	54%	81%	52%	58%	39%	60%	55%	57%
Base	261	245	16	82	177	46	215	186	75
NEED COUNSELING OR TREATMENT RIGHT AWAY									
Yes	57%	57%	50%	71%	51%	91%	49%	59%	51%
No	43%	43%	50%	29%	49%	9%	51%	41%	49%
Base	262	246	16	82	178	47	215	188	74

Q2: In the last 12 months, did you call someone to get professional counseling on the phone for your child?

Q4: In the last 12 months, did your child need counseling or treatment right away?

EXHIBIT 4. COUNSELING AND TREATMENT DEMAND (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
GET COUNSELING ON PHONE						
Yes	45%	42%	52%	50%	33%	50%
No	55%	58%	48%	50%	67%	50%
Base	93	64	29	18	27	48
NEED COUNSELING OR TREATMENT RIGHT AWAY						
Yes	65%	65%	66%	78%	61%	63%
No	35%	35%	34%	22%	39%	38%
Base	94	65	29	18	28	48

EXHIBIT 4. COUNSELING AND TREATMENT DEMAND (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent /very Good	Good	Fair/ Poor	Centra Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
GET COUNSELING ON PHONE											
Yes	45%	48%	42%	46%	38%	38%	56%	22%	48%	67%	50%
No	55%	52%	58%	54%	63%	63%	44%	78%	52%	33%	50%
Base	93	23	24	46	8	8	9	18	31	15	4
NEED COUNSELING OR TREATMENT RIGHT AWAY											
Yes	65%	48%	67%	72%	38%	63%	89%	67%	66%	67%	50%
No	35%	52%	33%	28%	63%	38%	11%	33%	34%	33%	50%
Base	94	23	24	47	8	8	9	18	32	15	4

EXHIBIT 4. COUNSELING AND TREATMENT DEMAND (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
GET COUNSELING ON PHONE									
Yes	45%	47%	20%	48%	44%	71%	39%	52%	31%
No	55%	53%	80%	52%	56%	29%	61%	48%	69%
Base	93	88	5	31	61	17	76	64	29
NEED COUNSELING OR TREATMENT RIGHT AWAY									
Yes	65%	64%	80%	74%	61%	100%	57%	69%	55%
No	35%	36%	20%	26%	39%		43%	31%	45%
Base	94	89	5	31	62	17	77	65	29

Q2: In the last 12 months, did you call someone to get professional counseling on the phone for your child?

Q4: In the last 12 months, did your child need counseling or treatment right away?

When members needed counseling or treatment right away, 29% of the respondents got counseling or treatment right away, but another 29% of them needed to wait 5 days or longer between trying to get care and actually seeing someone. Another 30% of the respondents needed to wait for 1 or 2 days and about 12% of them needed to wait between 3 to 4 days (Exhibit 5).

Caregivers of children who visited Leeward, Windward, Hawaii, or Kauai family guidance centers were statistically more likely to receive counseling or treatment the same day when their children needed care right away. However, 39% of the caregivers of children who

visited Hawaii family guidance center had to wait 5 days or longer (statically significant) (Exhibit 5).

For the Quest sample, caregivers of the children who visited Leeward family guidance center were statistically more likely to receive counseling or treatment the same day when their children needed care right away than those who visited other centers (Exhibit 6).

EXHIBIT 5. WAITING TIME BETWEEN TRYING TO GET CARE AND ACTUALLY SEEING SOMEONE (TOTAL SAMPLE)								
	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years o older
Same day	29%	32%	27%	25%	35%	17%	27%	35%
1 day	12%	10%	13%	11%	13%	7%	21%	8%
2 days	18%	22%	16%	18%	19%	28%	8%	21%
3 days	6%	3%	8%	3%	11%	7%	6%	6%
4 days	6%	5%	7%	6%	7%	7%	8%	5%
5 days or longer	29%	28%	29%	37%	15%	34%	29%	26%
Base	143	60	83	89	54	29	48	66

EXHIBIT5. WAITING TIME BETWEEN TRYING TO GET CARE AND ACTUALLY SEEING SOMEONE (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent /very Goo	Good	Fair/ Poor	Centra Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
Same day	29%	27%	29%	28%	11%	30%	44%	32%	33%	7%	29%
1 day	12%	12%	12%	12%	22%	10%	13%	16%	6%	13%	12%
2 days	18%	18%	27%	13%	33%	30%	6%	21%	18%	20%	15%
3 days	6%	6%	5%	7%	11%			5%	3%	13%	10%
4 days	6%	6%	5%	7%	11%	10%	6%	5%		7%	10%
5 days or longer	29%	30%	22%	31%	11%	20%	31%	21%	39%	40%	24%
Base	143	33	41	67	9	10	16	19	33	15	41

EXHIBIT5. WAITING TIME BETWEEN TRYING TO GET CARE AND ACTUALLY SEEING SOMEONE (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Same day	29%	30%	13%	30%	28%	21%	32%	27%	34%
1 day	12%	13%		13%	12%	14%	11%	12%	11%
2 days	18%	19%	13%	20%	17%	19%	18%	20%	11%
3 days	6%	5%	25%	4%	8%	12%	4%	7%	3%
4 days	6%	7%		7%	6%	2%	8%	4%	14%
5 days or longer	29%	27%	50%	27%	29%	31%	28%	30%	26%
Base	143	135	8	56	86	42	101	108	35

Q6: In the last 12 months, when your child needed counseling or treatment right away, how long did you usually have to wait between trying to get care and actually seeing someone?

EXHIBIT 6. WAITING TIME BETWEEN TRYING TO GET CARE AND ACTUALLY SEEING SOMEONE (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
Same day	32%	27%	42%	21%	41%	31%
1 day	10%	12%	5%	7%	24%	3%
2 days	22%	20%	26%	43%	6%	21%
3 days	3%		11%		6%	3%
4 days	5%	7%		7%		7%
5 days or longer	28%	34%	16%	21%	24%	34%
Base	60	41	19	14	17	29

EXHIBIT 6. WAITING TIME BETWEEN TRYING TO GET CARE AND ACTUALLY SEEING SOMEONE (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent / Very Good	Good	Fair/ Poor	Centra Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
Same day	32%	27%	27%	35%	33%	20%	63%	25%	38%	11%	
1 day	10%	9%	13%	9%	33%	20%		25%	5%		
2 days	22%	27%	27%	18%	33%	40%	13%	17%	24%	22%	
3 days	3%			6%				8%		11%	
4 days	5%	9%	7%	3%		20%				11%	50%
5 days or longer	28%	27%	27%	29%			25%	25%	33%	44%	50%
Base	60	11	15	34	3	5	8	12	21	9	2

EXHIBIT 6. WAITING TIME BETWEEN TRYING TO GET CARE AND ACTUALLY SEEING SOMEONE (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Same day	32%	32%	25%	27%	34%	24%	35%	29%	40%
1 day	10%	11%		9%	11%	6%	12%	11%	7%
2 days	22%	21%	25%	27%	18%	24%	21%	22%	20%
3 days	3%	4%		5%	3%	12%		4%	
4 days	5%	5%		5%	5%		7%	2%	13%
5 days or longer	28%	27%	50%	27%	29%	35%	26%	31%	20%
Base	60	56	4	22	38	17	43	45	15

Q6: In the last 12 months, when your child needed counseling or treatment right away, how long did you usually have to wait between trying to get care and actually seeing someone?

If not counting the times when the children needed counseling or treatment right away, 64% of the caregivers make appointments for counseling or treatment. While caregivers visiting the Honolulu family guidance center were statistically less likely to make appointment, those using the Leeward facility were statistically more likely to make appointment. Caregivers of the children who were outpatients were statistically more likely to make appointment than non-outpatients (Exhibit 7).

For the Quest sample, 66% of the caregivers make appointments for counseling or treatment. Caregivers of children 12 years old or younger, in fair/poor mental health, who visited Leeward, Hawaii, or Kauai family guidance centers, or who were outpatients were more likely to make appointments (Exhibit 8).

If not counting the times when the children needed counseling or treatment right away, about 10% of the respondents got the counseling or treatment the same day. Another 10% of them had to wait for 1 day between making an appointment and actually seeing someone. About 51% of them needed to wait between 2 to 7 days and about 29% of them needed to wait for 8 days or longer. Thirty-eight percent of the caregivers of children who visited Hawaii family guidance center had to wait 11 days or longer and 38% of the caregivers of children who visited Kauai had to wait between 4 to 7 days (statistically significant). Children who were outpatients had to wait 11 days or longer, which is statistically higher than non-outpatients. For those who were not outpatients, 48% of them the waiting time was about 4 to 7 days (statistically significant) (Exhibit 7).

For the Quest sample, 50% of the children who visited Leeward family guidance center could get counseling or treatment the same day when their caregivers make an appointment. Sixty percent of the children who visited Central Oahu family guidance center had to wait between 4 to 7 days between their caregivers make an appointment and actually seeing someone (Exhibit 8).

With making the appointments for counseling or treatment, 36% percent of the children were always seen within 15 minutes of their appointment. Thirty-five percent of them were usually seen and 21% of them were sometimes seen within 15 minutes of their appointment. Eight percent of them were never seen within 15 minutes of their appointment (Exhibit 7).

For the Quest sample, 67% of the children who visited Windward family guidance center were always seen within 15 minutes of their appointment and 44% of the children who visited Maui family guidance center were sometimes seen within 15 minutes of their appointment (statistically significant) (Exhibit 8).

EXHIBIT 7. APPOINTMENTS FOR COUNSELING OR TREATMENT (TOTAL SAMPLE)								
	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years o older
MAKE APPOINTMENT								
Yes	64%	66%	63%	63%	65%	66%	66%	61%
No	36%	34%	38%	37%	35%	34%	34%	39%
Base	261	93	168	168	93	50	97	114
APPOINTMENT PERIOD								
Same day	10%	12%	9%	11%	9%	6%	12%	11%
1 day	10%	12%	9%	10%	11%	9%	10%	11%
2 to 3 days	22%	20%	23%	20%	26%	15%	23%	25%
4 to 7 days	29%	23%	32%	24%	39%	36%	30%	25%
8 to 10 days	6%	7%	5%	7%	4%	3%	8%	5%
11 days or longer	23%	27%	21%	29%	12%	30%	18%	25%
Base	159	60	99	102	57	33	61	65
SEEN WITHIN 15 MINUTES OF APPOINTMENT								
Always	36%	37%	35%	37%	32%	37%	41%	30%
Usually	35%	35%	35%	34%	37%	31%	33%	38%
Sometimes	21%	22%	21%	19%	25%	31%	13%	24%
Never	8%	6%	9%	10%	5%		13%	8%
Base	183	65	118	124	59	35	69	79

EXHIBIT 7. APPOINTMENTS FOR COUNSELING OR TREATMENT (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
MAKE APPOINTMENT											
Yes	64%	63%	64%	63%	63%	44%	75%	54%	69%	62%	66%
No	36%	38%	36%	37%	38%	56%	25%	46%	31%	38%	34%
Base	261	72	83	104	24	18	20	28	54	21	96
APPOINTMENT PERIOD											
Same day	10%	14%	6%	9%			29%	13%	5%		14%
1 day	10%	7%	16%	8%	14%	25%	14%	20%	8%	15%	3%
2 to 3 days	22%	27%	22%	19%	36%	25%	21%	13%	27%	23%	17%
4 to 7 days	29%	27%	29%	31%	43%	25%	21%	27%	16%	23%	38%
8 to 10 days	6%	9%	2%	6%	7%		7%		5%	15%	5%
11 days or longer	23%	16%	24%	27%		25%	7%	27%	38%	23%	22%
Base	159	44	49	64	14	8	14	15	37	13	58
SEEN WITHIN 15 MINUTES OF APPOINTMENT											
Always	36%	48%	28%	31%	25%	33%	33%	45%	26%	33%	40%
Usually	35%	36%	44%	28%	38%	50%	42%	27%	33%	27%	36%
Sometimes	21%	14%	25%	24%	38%	17%	25%	14%	28%	33%	16%
Never	8%	2%	4%	16%				14%	13%	7%	8%
Base	183	50	57	74	8	12	12	22	39	15	75

EXHIBIT 7. APPOINTMENTS FOR COUNSELING OR TREATMENT (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
MAKE APPOINTMENT									
Yes	64%	64%	63%	57%	68%	72%	62%	74%	36%
No	36%	36%	38%	43%	32%	28%	38%	26%	64%
Base	261	245	16	83	176	47	214	187	74
APPOINTMENT PERIOD									
Same day	10%	11%		7%	11%	6%	11%	10%	8%
1 day	10%	11%		7%	11%	16%	9%	10%	12%
2 to 3 days	22%	21%	30%	26%	21%	25%	21%	22%	20%
4 to 7 days	29%	30%	20%	29%	29%	19%	31%	25%	48%
8 to 10 days	6%	5%	20%	10%	4%	6%	6%	6%	4%
11 days or longer	23%	23%	30%	21%	24%	28%	22%	26%	8%
Base	159	149	10	42	117	32	127	134	25
SEEN WITHIN 15 MINUTES OF APPOINTMENT									
Always	36%	35%	36%	31%	38%	10%	43%	36%	
Usually	35%	35%	27%	40%	32%	40%	34%	35%	
Sometimes	21%	21%	27%	17%	23%	33%	18%	21%	
Never	8%	8%	9%	12%	7%	18%	6%	8%	
Base	183	172	11	52	130	40	143	183	0

Q7: In the last 12 months, not counting the times your child needed counseling or treatment right away, did you make any appointments for counseling or treatment for your child?

Q9: In the last 12 months, not counting the times your child needed counseling or treatment right away, how long did you usually have to wait between making an appointment and actually seeing someone?

Q12: In the last 12 months, how often was your child seen within 15 minutes of your appointment?

EXHIBIT 8. APPOINTMENTS FOR COUNSELING OR TREATMENT (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
MAKE APPOINTMENT						
Yes	66%	63%	71%	89%	61%	60%
No	34%	37%	29%	11%	39%	40%
Base	93	65	28	18	28	47
APPOINTMENT PERIOD						
Same day	12%	13%	10%		24%	11%
1 day	12%	13%	10%	13%	6%	15%
2 to 3 days	20%	20%	20%	13%	35%	15%
4 to 7 days	23%	18%	35%	44%	12%	19%
8 to 10 days	7%	8%	5%		6%	11%
11 days or longer	27%	30%	20%	31%	18%	30%
Base	60	40	20	16	17	27
SEEN WITHIN 15 MINUTES OF APPOINTMENT						
Always	37%	37%	37%	23%	44%	38%
Usually	35%	33%	42%	31%	39%	35%
Sometimes	22%	22%	21%	46%	11%	18%
Never	6%	9%			6%	9%
Base	65	46	19	13	18	34

EXHIBIT 8. APPOINTMENTS FOR COUNSELING OR TREATMENT (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
MAKE APPOINTMENT											
Yes	66%	52%	58%	76%	63%	38%	100%	41%	72%	67%	100%
No	34%	48%	42%	24%	38%	63%		59%	28%	33%	
Base	93	23	24	46	8	8	9	17	32	15	4
APPOINTMENT PERIOD											
Same day	12%	27%		11%			50%	14%	4%		25%
1 day	12%	18%	21%	6%	20%	33%	13%		13%	10%	
2 to 3 days	20%	27%	21%	17%	20%	33%	13%	14%	30%	10%	
4 to 7 days	23%	18%	14%	29%	60%	33%	13%	29%	9%	30%	50%
8 to 10 days	7%	9%		9%			13%		4%	20%	
11 days or longer	27%		43%	29%				43%	39%	30%	25%
Base	60	11	14	35	5	3	8	7	23	10	4
SEEN WITHIN 15 MINUTES OF APPOINTMENT											
Always	37%	46%	24%	40%	25%	33%	25%	67%	30%	44%	
Usually	35%	38%	47%	29%	50%	50%	50%	25%	35%	11%	67%
Sometimes	22%	8%	29%	23%	25%	17%	25%	8%	22%	44%	
Never	6%	8%		9%					13%		33%
Base	65	13	17	35	4	6	8	12	23	9	3

EXHIBIT 8. APPOINTMENTS FOR COUNSELING OR TREATMENT (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
MAKE APPOINTMENT									
Yes	66%	66%	60%	55%	72%	76%	63%	77%	39%
No	34%	34%	40%	45%	28%	24%	37%	23%	61%
Base	93	88	5	31	61	17	76	65	28
APPOINTMENT PERIOD									
Same day	12%	12%		12%	12%	15%	11%	10%	18%
1 day	12%	12%		12%	12%	8%	13%	14%	
2 to 3 days	20%	19%	33%	29%	16%	15%	21%	20%	18%
4 to 7 days	23%	23%	33%	18%	26%	15%	26%	18%	45%
8 to 10 days	7%	5%	33%	12%	5%	8%	6%	8%	
11 days or longer	27%	28%		18%	30%	38%	23%	29%	18%
Base	65	57	3	17	43	13	47	49	11
SEEN WITHIN 15 MINUTES OF APPOINTMENT									
Always	37%	37%	33%	37%	37%	13%	44%	37%	
Usually	35%	37%		47%	30%	33%	36%	35%	
Sometimes	22%	19%	67%	11%	26%	40%	16%	22%	
Never	6%	6%		5%	7%	13%	4%	6%	
Base	65	62	3	19	46	15	50	65	0

Q7: In the last 12 months, not counting the times your child needed counseling or treatment right away, did you make any appointments for counseling or treatment for your child?

Q9: In the last 12 months, not counting the times your child needed counseling or treatment right away, how long did you usually have to wait between making an appointment and actually seeing someone?

Q12: In the last 12 months, how often was your child seen within 15 minutes of your appointment?

Getting treatment quickly ranked the lowest at 1.9 among the clinician satisfaction ratings. The components that go into the measures of Getting Treatment Quickly are shown below. The composite was constructed using three questions. The questions include: got professional help on the phone (Q3), got counseling or treatment right away as soon as you wanted (Q5), and got an appointment for counseling or treatment as soon as wanted (Q8).

Got an appointment as soon as they wanted rated the highest in this category at 3.0, followed by got counseling or treatment right away at 2.9. Got professional help on phone ranks the lowest at 2.6 (Exhibit 9). Ratings from the Quest sample were similar (Exhibit 10).

Caregivers of the children with excellent/very good mental health statistically rated higher on the composites questions. Caregivers of the children with excellent/very good mental health rated 'got an appointment for counseling or treatment as soon as wanted' the highest among the three measures at 3.3. Caregivers of the children who visited Windward family guidance center rated 'got professional help on the phone' the highest among all centers at 3.2 and caregivers of the children who visited Kauai family guidance center rated 'got an appointment for counseling or treatment as soon as wanted' the highest at 3.2 (statistically significant). In addition, caregivers of the children who had personal or emotional problems rated 'got professional help on phone' significantly higher than those who did not have personal or emotional problem. Caregivers of the children who did not receive any emergency service

rated ‘Got an appointment for counseling or treatment as soon as wanted’ significantly higher than those who had emergency services before (Exhibit 9).

For the Quest sample, caregivers of the children who are 13 to 16 years old rated ‘got counseling or treatment right away as soon as wanted’ significantly higher than children in other age groups. Other statistically significant differences are found in the following areas: Central Oahu center users rated all three questions the highest compared with users of other centers. For the question ‘got counseling or treatment right away as soon as wanted’, caregivers of the children who visited Central Oahu, Leeward, Windward, or Hawaii family guidance centers give higher ratings than those visiting other centers. For those children who did not receive any emergency service, caregivers rated ‘got an appointment for counseling or treatment as soon as wanted’ significantly higher than those who received emergency services before (Exhibit 10).

EXHIBIT 9. GETTING TREATMENT QUICKLY (TOTAL SAMPLE)									
	Maximum Score	Total	Quest	Non-Quest	Child's Gender		Child's Age		
					Male	Female	<12 years	13 to 16 years	17 years or older
Q3. Got professional help on the phone	4.0	2.6	2.5	2.7	2.6	2.7	2.3	2.8	2.6
Q5. Got counseling or treatment right away as soon as you wanted	4.0	2.9	2.9	2.9	2.8	3.0	3.0	3.1	2.8
Q8. Got an appointment for counseling or treatment as soon as wanted	4.0	3.0	2.9	3.0	3.0	3.0	2.9	3.1	3.0

EXHIBIT 9. GETTING TREATMENT QUICKLY (TOTAL SAMPLE)					
	Maximum Score	Total	Child's Mental Health		
			Excellent/Very Good	Good	Fair/Poor
Q3. Got professional help on the phone	4.0	2.6	3.0	2.3	2.5
Q5. Got counseling or treatment right away as soon as you wanted	4.0	2.9	3.2	3.1	2.7
Q8. Got an appointment for counseling or treatment as soon as wanted	4.0	3.0	3.3	3.0	2.8

EXHIBIT 9. GETTING TREATMENT QUICKLY (TOTAL SAMPLE)									
	Maximum Score	Total	Family Guidance Center						
			Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Q3. Got professional help on the phone	4.0	2.6	2.9	2.9	2.8	3.2	2.4	2.2	2.5
Q5. Got counseling or treatment right away as soon as you wanted	4.0	2.9	3.1	3.0	2.9	2.9	3.0	2.8	2.8
Q8. Got an appointment for counseling or treatment as soon as wanted	4.0	3.0	3.1	2.8	2.8	2.9	2.8	2.9	3.2

EXHIBIT 9. GETTING TREATMENT QUICKLY (TOTAL SAMPLE)										
	Maximum Score	Total	Primary Problem				Service Category			
			Personal/Emotional		Alcohol/Drug		Emergency		Outpatient	
			Yes	No	Yes	No	Yes	No	Yes	No
Q3. Got professional help on the phone	4.0	2.6	2.6	1.3	2.5	2.6	2.6	2.6	2.6	2.6
Q5. Got counseling or treatment right away as soon as you wanted	4.0	2.9	2.9	2.4	2.9	2.9	2.8	3.0	2.9	2.9
Q8. Got an appointment for counseling or treatment as soon as wanted	4.0	3.0	3.0	2.7	2.8	3.1	2.7	3.1	3.0	2.9

EXHIBIT 10. GETTING TREATMENT QUICKLY (QUEST SAMPLE)										
	Maximum Score	Total	Child's Gender		Child's Age			Child's Mental Health		
			Male	Female	< 12 years	13 to 16 years	17 years or older	Excellent/Very Good	Good	Fair/Poor
Q3. Got professional help on the phone	4.0	2.5	2.3	2.9	2.4	2.7	2.5	3.0	2.6	2.2
Q5. Got counseling or treatment right away as soon as you wanted	4.0	2.9	2.9	3.0	2.9	3.5	2.6	3.2	2.9	2.8
Q8. Got an appointment for counseling or treatment as soon as wanted	4.0	2.9	3.0	2.9	2.7	3.1	3.0	3.3	2.7	2.9

EXHIBIT 10. GETTING TREATMENT QUICKLY E (QUEST SAMPLE)									
	Maximum Score	Total	Family Guidance Center						
			Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Q3. Got professional help on the phone	4.0	2.5	4.0	2.7	2.8	3.0	2.5	1.9	2.0
Q5. Got counseling or treatment right away as soon as you wanted	4.0	2.9	3.7	2.8	3.4	3.1	3.0	2.4	1.5
Q8. Got an appointment for counseling or treatment as soon as wanted	4.0	2.9	3.6	2.3	2.9	3.0	2.8	2.8	3.3

EXHIBIT 10. GETTING TREATMENT QUICKLY (QUEST SAMPLE)										
	Maximum Score	Total	Primary Problem				Service Category			
			Personal/Emotional		Alcohol/Drug		Emergency		Outpatient	
			Yes	No	Yes	No	Yes	No	Yes	No
Q3. Got professional help on the phone	4.0	2.5	2.6	1.0	2.2	2.7	2.2	2.7	2.4	2.9
Q5. Got counseling or treatment right away as soon as you wanted	4.0	2.9	2.9	2.5	3.0	2.9	2.6	3.0	2.9	3.1
Q8. Got an appointment for counseling or treatment as soon as wanted	4.0	2.9	2.9	2.3	2.8	3.0	2.4	3.1	2.8	3.4

The detailed ratings of the three questions are shown in Exhibits 11 to 16. Forty-seven percent of the caregivers of the children with excellent/very good mental health always got professional help on the phone, whereas 22% of the children with no alcohol or drug problems usually got professional help on phone (statistically significant) (Exhibit 11).

For the Quest sample, 55% of caregivers of children with excellent/very good mental health always got professional help on the phone, while the majority of caregivers of children with fair/poor mental health received telephone help only sometimes. For those children who did not have emergency service before, 34% of their caregivers always got professional help on phone (statistically significant) (Exhibit 12).

EXHIBIT 11. PROFESSIONAL HELP ON THE PHONE (TOTAL SAMPLE)								
	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years or older
Always	29%	27%	31%	27%	33%	17%	37%	29%
Usually	17%	15%	18%	17%	16%	25%	13%	16%
Sometimes	39%	41%	38%	41%	35%	29%	39%	43%
Never	15%	17%	14%	14%	16%	29%	11%	12%
Base	113	41	72	70	43	24	38	51

EXHIBIT 11. PROFESSIONAL HELP ON THE PHONE (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
Always	29%	47%	15%	27%	40%	29%	38%	50%	25%	23%	22%
Usually	17%	16%	21%	13%	20%	29%	15%	20%	17%	8%	17%
Sometimes	39%	31%	47%	40%	30%	43%	38%	30%	29%	38%	50%
Never	15%	6%	18%	20%	10%		8%		29%	31%	11%
Base	113	32	34	45	10	7	13	10	24	13	36

EXHIBIT 11. PROFESSIONAL HELP ON THE PHONE (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Always	29%	30%		31%	27%	32%	28%	30%	26%
Usually	17%	17%		8%	22%	14%	18%	15%	23%
Sometimes	39%	39%	33%	44%	37%	36%	40%	39%	39%
Never	15%	14%	67%	18%	14%	18%	14%	16%	13%
Base	113	110	3	39	73	28	85	82	31

Q3: In the last 12 months, how often did you get the professional counseling you needed on the phone for your child?

EXHIBIT 12. PROFESSIONAL HELP ON THE PHONE (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
Always	27%	22%	36%	22%	33%	26%
Usually	15%	11%	21%	22%	11%	13%
Sometimes	41%	44%	36%	33%	44%	43%
Never	17%	22%	7%	22%	11%	17%
Base	41	27	14	9	9	23

EXHIBIT 12. PROFESSIONAL HELP ON THE PHONE (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
Always	27%	55%	22%	14%	100%	33%	40%	25%	27%	10%	
Usually	15%	9%	22%	14%				50%	20%	10%	
Sometimes	41%	18%	44%	52%		67%	60%	25%	33%	40%	100%
Never	17%	18%	11%	19%					20%	40%	
Base	41	11	9	21	2	3	5	4	15	10	2

EXHIBIT 12 . PROFESSIONAL HELP ON THE PHONE (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Always	27%	28%		20%	31%	8%	34%	22%	44%
Usually	15%	15%		7%	19%	25%	10%	16%	11%
Sometimes	41%	43%		47%	38%	42%	41%	44%	33%
Never	17%	15%	100%	27%	12%	25%	14%	19%	11%
Base	41	40	1	15	26	12	29	32	9

Q3: In the last 12 months, how often did you get the professional counseling you needed on the phone for your child?

When the children needed counseling or treatment right away, 16% of them with fair/poor mental health never saw someone as soon as their caregivers wanted (statistically significant). For those children with no alcohol or drug problem, 32% of them sometimes were able to see someone as soon as their caregivers wanted (statistically significant) (Exhibit 13).

For the Quest sample, 67% of the children who visited Central Oahu family guidance center and 63% of the children who visited Leeward family guidance center were always able to see someone as soon as their caregivers wanted (statistically significant) (Exhibit 14).

EXHIBIT 13. COUNSELING OR TREATMENT RIGHT AWAY (TOTAL SAMPLE)								
	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years o lder
Always	34%	33%	34%	30%	39%	35%	40%	28%
Usually	32%	34%	31%	33%	32%	29%	34%	32%
Sometimes	26%	25%	27%	28%	23%	32%	18%	29%
Never	8%	8%	8%	9%	7%	3%	8%	10%
Base	149	61	88	92	57	31	50	68

EXHIBIT 13. COUNSELING OR TREATMENT RIGHT AWAY (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
Always	34%	42%	40%	26%	44%	40%	41%	26%	32%	31%	32%
Usually	32%	33%	31%	32%	33%	20%	29%	47%	35%	25%	30%
Sometimes	26%	24%	27%	26%	11%	40%	12%	21%	29%	31%	30%
Never	8%		2%	16%	11%		18%	5%	3%	13%	9%
Base	149	33	45	69	9	10	17	19	34	16	44

EXHIBIT 13. COUNSELING OR TREATMENT RIGHT AWAY (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Always	34%	34%	25%	38%	31%	33%	34%	32%	37%
Usually	32%	33%	13%	31%	32%	33%	32%	34%	26%
Sometimes	26%	26%	38%	17%	32%	19%	29%	25%	29%
Never	8%	7%	25%	14%	4%	16%	5%	8%	8%
Base	149	141	8	58	90	43	106	111	38

Q5: In the last 12 months, when your child needed counseling or treatment right away, how often did your child see someone as soon as you wanted?

EXHIBIT 14. COUNSELING OR TREATMENT RIGHT AWAY (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
Always	33%	31%	37%	21%	65%	20%
Usually	34%	36%	32%	43%	24%	37%
Sometimes	25%	24%	26%	36%	12%	27%
Never	8%	10%	5%			17%
Base	61	42	19	14	17	30

EXHIBIT 14. COUNSELING OR TREATMENT RIGHT AWAY (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent /very Good	Good	Fair/ Poor	Centra Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
Always	33%	36%	31%	32%	67%	20%	63%	33%	33%	10%	
Usually	34%	45%	31%	32%	33%	40%	25%	42%	33%	40%	
Sometimes	25%	18%	38%	21%		40%		25%	29%	30%	50%
Never	8%			15%			13%		5%	20%	50%
Base	61	11	16	34	3	5	8	12	21	10	2

EXHIBIT 14. COUNSELING OR TREATMENT RIGHT AWAY (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Always	33%	33%	25%	39%	29%	24%	36%	31%	38%
Usually	34%	35%	25%	35%	34%	35%	34%	36%	31%
Sometimes	25%	25%	25%	13%	32%	24%	25%	22%	31%
Never	8%	7%	25%	13%	5%	18%	5%	11%	
Base	61	57	4	23	38	17	44	45	16

Q5: In the last 12 months, when your child needed counseling or treatment right away, how often did your child see someone as soon as you wanted?

For the children with excellent/very good mental health, 49% of them always got an appointment for counseling or treatment as soon as their caregivers wanted. For those who visited Hawaii family guidance center, 51% of them usually got an appointment; for those who visited Maui family guidance center, 46% of them always got an appointment; for those who visited Kauai family guidance center, 82% of them always/usually got an appointment. For children who did not receive any emergency service, 37% of them always got an appointment (Exhibit 15).

For the Quest sample, 50% of the children who were in excellent/good mental health and 32% in fair/poor mental health always got an appointment as soon as their caregivers wanted. Sixty-four percent of the children with good mental health usually got an appointment. For those who visited Hawaii family guidance center, 52% of them usually got an appointment. For those children who had emergency services before, 54% of them sometimes got an appointment and for those who did not had any emergency service before, 36% of them always got an appointment (Exhibit 16).

EXHIBIT 15. GOT AN APPOINTMENT FOR COUNSELING OR TREATMENT AS SOON AS WANTED (TOTAL SAMPLE)								
	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years o older
Always	34%	30%	36%	35%	32%	33%	33%	35%
Usually	36%	38%	34%	34%	38%	30%	43%	32%
Sometimes	26%	25%	27%	25%	28%	27%	22%	29%
Never	4%	7%	3%	6%	2%	9%	2%	4%
Base	165	60	105	105	60	33	63	69

EXHIBIT 15. GOT AN APPOINTMENT FOR COUNSELING OR TREATMENT AS SOON AS WANTED (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
Always	34%	49%	28%	28%	40%	25%	33%	40%	14%	46%	42%
Usually	36%	33%	43%	31%	33%	38%	20%	13%	51%	15%	40%
Sometimes	26%	13%	26%	35%	20%	25%	40%	40%	32%	23%	18%
Never	4%	4%	2%	6%	7%	13%	7%	7%	3%	15%	
Base	165	45	53	65	15	8	15	15	37	13	62

EXHIBIT 15. GOT AN APPOINTMENT FOR COUNSELING OR TREATMENT AS SOON AS WANTED (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Always	34%	34%	30%	23%	38%	21%	37%	36%	26%
Usually	36%	36%	30%	40%	34%	35%	36%	34%	44%
Sometimes	26%	26%	20%	30%	25%	35%	24%	27%	22%
Never	4%	3%	20%	6%	3%	9%	3%	4%	7%
Base	165	155	10	47	118	34	131	138	27

Q8: In the last 12 months, not counting the times your child needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted for your child?

EXHIBIT 16. GOT AN APPOINTMENT FOR COUNSELING OR TREATMENT AS SOON AS WANTED (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
Always	30%	33%	25%	25%	38%	29%
Usually	38%	38%	40%	31%	38%	43%
Sometimes	25%	23%	30%	31%	19%	25%
Never	7%	8%	5%	13%	6%	4%
Base	60	40	20	16	16	28

EXHIBIT 16. GOT AN APPOINTMENT FOR COUNSELING OR TREATMENT AS SOON AS WANTED (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Good	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
Always	30%	50%	7%	32%	60%		33%	43%	17%	40%	33%
Usually	38%	42%	64%	26%	40%	67%	22%	14%	52%	20%	67%
Sometimes	25%		21%	35%			44%	43%	26%	20%	
Never	7%	8%	7%	6%		33%			4%	20%	
Base	60	12	14	34	5	3	9	7	23	10	3

EXHIBIT 16. GOT AN APPOINTMENT FOR COUNSELING OR TREATMENT AS SOON AS WANTED (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Always	30%	32%		18%	35%	8%	36%	24%	55%
Usually	38%	37%	67%	53%	33%	31%	40%	39%	36%
Sometimes	25%	26%		18%	28%	54%	17%	31%	
Never	7%	5%	33%	12%	5%	8%	6%	6%	9%
Base	60	57	3	17	43	13	47	49	11

Q8: In the last 12 months, not counting the times your child needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted for your child?

HOW WELL CLINICIANS COMMUNICATE

The components that go into the measures of How Well Clinicians Communicate are shown below. The composite was constructed using five questions. The questions include: clinicians listened carefully (Q13), clinicians explained things (Q14), clinicians showed respect (Q15), clinicians spent enough time (Q16), and caregivers involved as much as they wanted (Q19).

Clinicians explained things clearly and showed respect rated the highest in this category at 3.4. It is followed closely by clinicians listened carefully and caregivers involved in their children's counseling or treatment at 3.3. Clinicians spent enough time scores the lowest at 3.2. For the Quest sample, clinicians listened carefully scores 0.1 point higher than the total sample where clinicians explained things clearly scores 0.1 point lower than the total sample (not statistically significant) (Exhibit 17).

Generally, caregivers of the male children were more satisfied with clinicians' communication, but this was not statistically significant. Caregivers of the children with excellent/very good mental health rated clinicians' communication statistically higher than

those with good/fair/poor mental health. Caregivers of the children who visited Kauai family guidance center rated ‘clinicians listened carefully’ and ‘clinicians showed respect’ significantly higher than those who visited other centers at 3.5 and 3.6, respectively. In addition, caregivers of the children with personal or emotional problems or the children who did not receive any emergency service before rated all five communication questions significantly higher than those without personal or emotional problem or those who had emergency services before (Exhibit 17).

For the Quest sample, caregivers of the younger children were more satisfied with clinicians’ communication, but this was not statistically significant. Caregivers of the children with excellent/very good mental health rated significantly higher for all the communication questions, except for ‘clinician listened carefully’. For the children who visited Central Oahu family guidance center, their caregivers rated ‘clinicians listened carefully’ and ‘clinician showed respect’ at 3.8, higher than those who visited other centers, but these were not statistically significant. Similar to the total sample, caregivers of the children with personal or emotional problems or the children who did not receive any emergency service before rated all five communication questions significantly higher than those without personal or emotional problem or those who had emergency services before (only the rating for ‘clinicians explained things’ by those who did not receive emergency service was not statistically significant). In addition, caregivers of the children who did not have alcohol or drug problem rated ‘clinicians listened carefully’ significantly higher at 3.5 than those who had alcohol or drug problems (Exhibit 18).

EXHIBIT 17. HOW WELL CLINICANS COMMUNICATE (TOTAL SAMPLE)									
	Maximum Score	Total	Quest	Non-Quest	Child's Gender		Child's Age		
					Male	Female	12 or younger	13 to 16 years	17 years or older
Q13. Clinicians listened carefully	4.0	3.3	3.4	3.3	3.4	3.3	3.3	3.4	3.3
Q14. Clinicians explained things	4.0	3.4	3.3	3.4	3.4	3.3	3.4	3.4	3.3
Q15. Clinicians showed respect	4.0	3.4	3.4	3.4	3.5	3.3	3.5	3.5	3.3
Q16. Clinicians spent enough time	4.0	3.2	3.2	3.2	3.2	3.1	3.1	3.3	3.1
Q19. Caregivers involved as much as you wanted	4.0	3.3	3.3	3.3	3.3	3.2	3.4	3.3	3.2

EXHIBIT 17. HOW WELL CLINICANS COMMUNICATE (TOTAL SAMPLE)					
	Maximum Score	Total	Child's Mental Health		
			Excellent/Very Good	Good	Fair/Poor
Q13. Clinicians listened carefully	4.0	3.3	3.7	3.3	3.1
Q14. Clinicians explained things	4.0	3.4	3.7	3.4	3.1
Q15. Clinicians showed respect	4.0	3.4	3.6	3.5	3.2
Q16. Clinicians spent enough time	4.0	3.2	3.5	3.2	3.0
Q19. Caregivers involved as much as you wanted	4.0	3.3	3.6	3.3	3.0

EXHIBIT 17. HOW WELL CLINICANS COMMUNICATE (TOTAL SAMPLE)									
	Maximum Score	Total	Family Guidance Center						
			Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Q13. Clinicians listened carefully	4.0	3.3	3.4	3.3	3.2	3.4	3.3	3.0	3.5
Q14. Clinicians explained things	4.0	3.4	3.0	3.5	3.2	3.4	3.4	3.2	3.5
Q15. Clinicians showed respect	4.0	3.4	3.3	3.5	3.2	3.5	3.4	2.9	3.6
Q16. Clinicians spent enough time	4.0	3.2	3.0	3.2	2.8	3.2	3.1	3.1	3.3
Q19. Caregivers involved as much as you wanted	4.0	3.3	3.2	3.4	2.9	3.3	3.3	3.2	3.3

EXHIBIT 17. HOW WELL CLINICANS COMMUNICATE (TOTAL SAMPLE)										
	Maximum Score	Total	Primary Problem				Service Category			
			Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
			Yes	No	Yes	No	Yes	No	Yes	No
Q13. Clinicians listened carefully	4.0	3.3	3.4	2.8	3.3	3.4	3.1	3.4	3.3	
Q14. Clinicians explained things	4.0	3.4	3.4	2.6	3.4	3.4	3.0	3.5	3.4	
Q15. Clinicians showed respect	4.0	3.4	3.5	2.9	3.4	3.5	3.0	3.6	3.4	
Q16. Clinicians spent enough time	4.0	3.2	3.2	2.5	3.2	3.2	2.8	3.3	3.2	
Q19. Caregivers involved as much as you wanted	4.0	3.3	3.3	2.7	3.3	3.3	3.0	3.4	3.3	

EXHIBIT 18. HOW WELL CLINICANS COMMUNICATE (QUEST SAMPLE)										
	Maximum Score	Total	Child's Gender		Child's Age			Child's Mental Health		
			Male	Female	< 12 years	13 to 16 years	17 years or older	Excellent/ Very Good	Good	Fair/ Poor
Q13. Clinicians listened carefully	4.0	3.4	3.4	3.3	3.6	3.4	3.3	3.7	3.4	3.2
Q14. Clinicians explained things	4.0	3.3	3.4	3.3	3.5	3.4	3.2	3.7	3.5	3.1
Q15. Clinicians showed respect	4.0	3.4	3.4	3.4	3.7	3.3	3.4	3.7	3.5	3.3
Q16. Clinicians spent enough time	4.0	3.2	3.2	3.1	3.2	3.2	3.1	3.5	3.3	3.0
Q19. Caregivers involved as much as you wanted	4.0	3.3	3.3	3.2	3.6	3.3	3.2	3.7	3.5	3.1

EXHIBIT 18. HOW WELL CLINICANS COMMUNICATE (QUEST SAMPLE)									
	Maximum Score	Total	Family Guidance Center						
			Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Q13. Clinicians listened carefully	4.0	3.4	3.8	3.2	3.4	3.7	3.3	3.0	3.7
Q14. Clinicians explained things	4.0	3.3	3.3	3.5	3.1	3.5	3.4	3.0	3.3
Q15. Clinicians showed respect	4.0	3.4	3.8	3.5	3.3	3.7	3.3	3.1	3.7
Q16. Clinicians spent enough time	4.0	3.2	3.3	3.5	3.0	3.3	3.1	2.9	3.7
Q19. Caregivers involved as much as you wanted	4.0	3.3	3.3	3.3	3.1	3.3	3.4	3.2	3.3

EXHIBIT 18. HOW WELL CLINICANS COMMUNICATE (QUEST SAMPLE)										
	Maximum Score	Total	Primary Problem				Service Category			
			Personal/Emotional		Alcohol/Drug		Emergency		Outpatient	
			Yes	No	Yes	No	Yes	No	Yes	No
Q13. Clinicians listened carefully	4.0	3.4	3.4	2.3	3.0	3.5	3.0	3.5	3.4	
Q14. Clinicians explained things	4.0	3.3	3.4	2.3	3.2	3.4	3.0	3.4	3.3	
Q15. Clinicians showed respect	4.0	3.4	3.5	2.3	3.2	3.5	2.9	3.6	3.4	
Q16. Clinicians spent enough time	4.0	3.2	3.2	2.3	3.2	3.2	2.7	3.3	3.2	
Q19. Caregivers involved as much as you wanted	4.0	3.3	3.4	2.3	3.2	3.4	2.9	3.4	3.3	

The detailed ratings of the five communication questions are shown in Exhibits 19 to 28. Only the statistically significant ratings are discussed. Seventy-five percent of the caregivers of children with excellent/very good mental health felt that clinicians always listened to them carefully. Eighteen percent of the caregivers of children with good mental health felt that clinicians sometimes listened to them carefully. Another 18% of the caregivers of children with fair/poor mental health felt that clinicians sometimes listened to them carefully. Sixty-three percent of the caregivers of children who visited Kauai family guidance center felt that clinicians always listened to them carefully, a significantly higher percentage compared to those who visited other centers. Fifty-eight percent of the caregivers of children who did not have emergency service before felt that clinicians always listened to them carefully (Exhibit 19).

For the Quest sample, 61% of the caregivers of children with no alcohol or drug problem felt that clinicians always listen to them carefully (Exhibit 20).

EXHIBIT 19. CLINICIANS LISTENED CAREFULLY (TOTAL SAMPLE)								
	Total	Quest	Non-Quest	Child's Gender		Child's Age		
				Male	Female	12 years o younger	13 to 16 years	17 years o older
Always	53%	52%	53%	56%	47%	53%	57%	49%
Usually	31%	35%	29%	29%	35%	25%	31%	33%
Sometimes	14%	9%	16%	13%	16%	19%	10%	15%
Never	2%	3%	2%	2%	2%	3%	1%	2%
Base	187	65	122	125	62	36	70	81

EXHIBIT 19. CLINICIANS LISTENED CAREFULLY (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent/Very Good	Good	Fair/Poor	Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Always	53%	75%	49%	40%	38%	50%	54%	50%	41%	47%	63%
Usually	31%	22%	33%	36%	63%	29%	23%	36%	44%	20%	24%
Sometimes	14%	4%	18%	18%		21%	15%	14%	15%	20%	12%
Never	2%			5%			8%			13%	1%
Base	187	51	57	77	8	14	13	22	39	15	76

EXHIBIT 19. CLINICIANS LISTENED CAREFULLY (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/Emotional		Alcohol/drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Always	53%	54%	36%	49%	55%	37%	58%	53%	
Usually	31%	32%	18%	33%	31%	39%	29%	31%	
Sometimes	14%	13%	36%	16%	12%	20%	12%	14%	
Never	2%	2%	9%	2%	2%	5%	1%	2%	
Base	187	176	11	55	131	41	146	187	0

Q13: In the last 12 months, how often did the people your child went to for counseling or treatment listen carefully to you?

EXHIBIT 20. CLINICIANS LISTENED CAREFULLY (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	12 years or younger	13 to 16 years	17 years or older
Always	52%	54%	47%	62%	50%	50%
Usually	35%	33%	42%	38%	39%	32%
Sometimes	9%	11%	5%		11%	12%
Never	3%	2%	5%			6%
Base	65	46	19	13	18	34

EXHIBIT 20. CLINICIANS LISTENED CAREFULLY (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent/Very Good	Good	Fair/Poor	Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Always	52%	69%	53%	46%	75%	50%	50%	67%	43%	44%	67%
Usually	35%	31%	35%	37%	25%	17%	38%	33%	43%	33%	33%
Sometimes	9%		12%	11%		33%	13%		13%		
Never	3%			6%						22%	
Base	65	13	17	35	4	6	8	12	23	9	3

EXHIBIT 20. CLINICIANS LISTENED CAREFULLY (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Always	52%	53%	33%	32%	61%	33%	58%	52%	
Usually	35%	37%		42%	33%	40%	34%	35%	
Sometimes	9%	8%	33%	21%	4%	20%	6%	9%	
Never	3%	2%	33%	5%	2%	7%	2%	3%	
Base	65	62	3	19	46	15	50	65	0

Q13: In the last 12 months, how often did the people your child went to for counseling or treatment listen carefully to you?

For the question 'clinician explained things in a way could understand', 78% of the caregivers of children with excellent/very good mental health always felt that clinicians explained things clearly. Thirty-three percent of the caregivers of children with good mental health and 35% of the caregivers of children with fair/poor mental health felt that clinicians usually explained things clearly. Sixty-nine percent of the caregivers of children who visited Honolulu and 61% of those who visited Kauai family guidance centers felt that clinicians always explained thing clearly. Thirty percent of the caregivers of children with personal or emotional problems felt that clinicians usually explained things clearly. Sixty-one percent of the caregivers of children with no emergency service before felt that clinicians always explained things clearly (Exhibit 21).

For the Quest sample, 30% of the caregivers of female children felt that clinicians usually explained things clearly. Seventy-seven percent of caregivers of children with excellent/very good mental health felt that clinicians always explained things clearly (Exhibit 22).

EXHIBIT 21. CLINICIANS EXPLAINED THINGS (TOTAL SAMPLE)								
	Total	Quest	Non-Quest	Child's Gender		Child's Age		
				Male	Female	12 years or younger	13 to 16 years	17 years or older
Always	56%	54%	57%	60%	48%	61%	51%	58%
Usually	28%	31%	27%	24%	38%	25%	37%	23%
Sometimes	13%	11%	14%	12%	15%	8%	11%	16%
Never	3%	5%	2%	4%		6%		4%
Base	186	65	121	125	61	36	70	80

EXHIBIT 21. CLINICIANS EXPLAINED THINGS (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent/Very Good	Good	Fair/Poor	Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Always	56%	78%	54%	42%	25%	69%	46%	50%	56%	53%	61%
Usually	28%	14%	33%	35%	50%	15%	31%	36%	28%	20%	28%
Sometimes	13%	8%	11%	18%	25%	15%	15%	14%	10%	20%	11%
Never	3%		2%	5%			8%		5%	7%	1%
Base	186	50	57	77	8	13	13	22	39	15	76

EXHIBIT 21. CLINICIANS EXPLAINED THINGS (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Always	56%	57%	36%	56%	56%	39%	61%	56%	
Usually	28%	30%	9%	30%	27%	34%	27%	28%	
Sometimes	13%	11%	36%	13%	13%	20%	11%	13%	
Never	3%	2%	18%	2%	3%	7%	1%	3%	
Base	186	175	11	54	131	41	145	186	0

Q14: In the last 12 months, how often did the people your child went to for counseling or treatment explain things in a way you could understand?

EXHIBIT 22. CLINICIANS EXPLAINED THINGS (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	12 years or younger	13 to 16 years	17 years or older
Always	54%	61%	37%	62%	50%	53%
Usually	31%	22%	53%	31%	39%	26%
Sometimes	11%	11%	11%	8%	11%	12%
Never	5%	7%				9%
Base	65	46	19	13	18	34

EXHIBIT 22. CLINICIANS EXPLAINED THINGS (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Good	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
Always	54%	77%	59%	43%	50%	67%	38%	58%	61%	44%	33%
Usually	31%	15%	35%	34%	25%	17%	38%	33%	30%	22%	67%
Sometimes	11%	8%	6%	14%	25%	17%	25%	8%		22%	
Never	5%			9%					9%	11%	
Base	65	13	17	35	4	6	8	12	23	9	3

EXHIBIT 22. CLINICIANS EXPLAINED THINGS (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Always	54%	55%	33%	47%	57%	40%	58%	54%	
Usually	31%	32%		32%	30%	33%	30%	31%	
Sometimes	11%	10%	33%	16%	9%	13%	10%	11%	
Never	5%	3%	33%	5%	4%	13%	2%	5%	
Base	65	62	3	19	46	15	50	65	0

Q14: In the last 12 months, how often did the people your child went to for counseling or treatment explain things in a way you could understand?

For the question ‘clinician showed respect for what the caregivers had to say’, 71% of the caregivers of children with excellent/very good mental health felt that clinicians always showed respect whereas 17% of the caregivers of children with fair/poor mental health felt that clinicians sometimes showed respect. Sixty-seven percent of those who visited Kauai family guidance center felt that clinicians always showed respect, significantly higher than those who visited other centers. Those who did not have emergency service before were more likely to feel that clinicians always showed respect than those who requested emergency services before (Exhibit 23).

For the Quest sample, 77% of caregivers of children who are 12 years or younger felt that clinicians always showed respect. Forty-seven percent of the caregivers of children with good mental health felt that clinicians usually showed respect. Forty-three percent of the caregivers of children who visited Hawaii guidance center felt that clinicians usually showed respect. Thirty-three percent of the caregivers of children who had emergency services before felt that clinicians sometimes showed respected (Exhibit 24).

EXHIBIT 23. CLINICIANS SHOWED RESPECT (TOTAL SAMPLE)								
	Total	Quest	Non-Quest	Child's Gender		Child's Age		
				Male	Female	12 years o younger	13 to 16 years	17 years o older
Always	58%	58%	58%	62%	50%	64%	59%	56%
Usually	29%	28%	30%	26%	34%	25%	34%	26%
Sometimes	11%	11%	11%	8%	16%	8%	6%	16%
Never	2%	3%	2%	3%		3%	1%	2%
Base	187	65	122	125	62	36	70	81

EXHIBIT 23. CLINICIANS SHOWED RESPECT (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Good	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
Always	58%	71%	58%	49%	38%	64%	54%	64%	49%	40%	67%
Usually	29%	24%	35%	29%	50%	21%	23%	23%	41%	20%	26%
Sometimes	11%	6%	7%	17%	13%	14%	15%	14%	8%	33%	5%
Never	2%			5%			8%		3%	7%	1%
Base	187	51	57	77	8	14	13	22	39	15	76

EXHIBIT 23. CLINICIANS SHOWED RESPECT (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Always	58%	60%	36%	53%	61%	34%	65%	58%	
Usually	29%	29%	27%	33%	27%	32%	28%	29%	
Sometimes	11%	10%	27%	13%	10%	29%	5%	11%	
Never	2%	2%	9%	2%	2%	5%	1%	2%	
Base	187	176	11	55	131	41	146	187	0

Q15: In the last 12 months, how often did the people your child went to for counseling or treatment show respect for what you had to say?

EXHIBIT 24. CLINICIANS SHOWED RESPECT (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	12 years or younger	13 to 16 years	17 years or older
Always	58%	61%	53%	77%	44%	59%
Usually	28%	26%	32%	15%	39%	26%
Sometimes	11%	9%	16%	8%	17%	9%
Never	3%	4%				6%
Base	65	46	19	13	18	34

EXHIBIT 24. CLINICIANS SHOWED RESPECT (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Good	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
Always	58%	77%	53%	54%	75%	67%	50%	75%	48%	56%	67%
Usually	28%	15%	47%	23%	25%	17%	25%	17%	43%	11%	33%
Sometimes	11%	8%		17%		17%	25%	8%	4%	22%	
Never	3%			6%					4%	11%	
Base	65	13	17	35	4	6	8	12	23	9	3

EXHIBIT 24. CLINICIANS SHOWED RESPECT (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Always	58%	60%	33%	42%	65%	40%	64%	58%	
Usually	28%	29%		42%	22%	20%	30%	28%	
Sometimes	11%	10%	33%	11%	11%	33%	4%	11%	
Never	3%	2%	33%	5%	2%	7%	2%	3%	
Base	65	62	3	19	46	15	50	65	0

Q15: In the last 12 months, how often did the people your child went to for counseling or treatment show respect for what you had to say?

For the question ‘clinicians spent enough time’, 51% of the caregivers of children with excellent/very good mental health felt that clinicians always spent enough time. However, 26% of the caregivers of children with fair/poor mental health felt that clinicians sometimes or never spent enough time. Forty-five percent of the caregivers of children who visited Windward and 49% of caregivers of children who visited Kauai family guidance center felt that clinicians always spent enough time. Forty-four percent of the caregivers of children who did not have emergency service before felt that clinicians always spent enough time (Exhibit 25).

For the Quest sample, there is no particular group that rated ‘clinicians spent enough time’ statistically different (Exhibit 26).

EXHIBIT 25. CLINICIANS SPENT ENOUGH TIME (TOTAL SAMPLE)								
	Total	Quest	Non-Quest	Child's Gender		Child's Age		
				Male	Female	12 years o younger	13 to 16 years	17 years o older
Always	40%	35%	42%	42%	34%	42%	40%	38%
Usually	43%	52%	39%	42%	47%	39%	47%	42%
Sometimes	13%	8%	16%	11%	16%	11%	11%	15%
Never	4%	5%	4%	5%	3%	8%	1%	5%
Base	187	65	122	125	62	36	70	81

EXHIBIT 25. CLINICIANS SPENT ENOUGH TIME (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
Always	40%	51%	40%	31%	13%	43%	31%	45%	26%	40%	49%
Usually	43%	43%	44%	43%	75%	36%	31%	36%	59%	33%	39%
Sometimes	13%	6%	14%	17%	13%	21%	31%	9%	13%	20%	8%
Never	4%		2%	9%			8%	9%	3%	7%	4%
Base	187	51	57	77	8	14	13	22	39	15	76

EXHIBIT 25. CLINICIANS SPENT ENOUGH TIME (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/Emotiona		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Always	40%	40%	27%	40%	40%	24%	44%	40%	
Usually	43%	44%	27%	42%	44%	39%	45%	43%	
Sometimes	13%	13%	18%	15%	11%	27%	9%	13%	
Never	4%	3%	27%	4%	5%	10%	3%	4%	
Base	187	176	11	55	131	41	146	187	0

Q16: In the last 12 months, how often did the people your child went to for counseling or treatment spend enough time with you?

EXHIBIT 26. CLINICIANS SPENT ENOUGH TIME (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	12 years or younger	13 to 16 years	17 years or older
Always	35%	39%	26%	31%	28%	41%
Usually	52%	50%	58%	62%	67%	41%
Sometimes	8%	7%	11%	8%	6%	9%
Never	5%	4%	5%			9%
Base	65	46	19	13	18	34

EXHIBIT 26. CLINICIANS SPENT ENOUGH TIME (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent/Very Good	Good	Fair/Poor	Centra Oahu	Honolulu	Lee-ward	Wind-ward	Hawaii	Maui	Kauai
Always	35%	54%	29%	31%	25%	50%	25%	50%	30%	22%	67%
Usually	52%	46%	71%	46%	75%	50%	50%	42%	57%	56%	33%
Sometimes	8%			14%			25%		9%	11%	
Never	5%			9%				8%	4%	11%	
Base	65	13	17	35	4	6	8	12	23	9	3

EXHIBIT 26. CLINICIANS SPENT ENOUGH TIME (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Always	35%	35%	33%	42%	33%	20%	40%	35%	
Usually	52%	55%		42%	57%	47%	54%	52%	
Sometimes	8%	6%	33%	11%	7%	20%	4%	8%	
Never	5%	3%	33%	5%	4%	13%	2%	5%	
Base	65	62	3	19	46	15	50	65	0

Q16: In the last 12 months, how often did the people your child went to for counseling or treatment spend enough time with you?

For the question ‘caregivers involved as much as they wanted’, 55% of the caregivers of male children felt that they were involved as much as they wanted in their children’s counseling or treatment. Seventy-one percent of the caregivers of children with excellent/very good mental health always felt that they were involved in their children’s counseling or treatment, but 22% of the caregivers of children with fair/poor mental health felt that they were sometimes involved. Fifty-five percent of the caregivers of children who did not have emergency service before felt that they were always involved (Exhibit 27).

For the Quest sample, 69% of the caregivers of children with excellent/very good mental health felt that they were always involved in their children’s counseling or treatment. Fifty-eight percent of the caregivers of children who did not have emergency service before felt that they were always involved (Exhibit 28).

EXHIBIT 27. CAREGIVERS INVOLVED AS MUCH AS THEY WANTED (TOTAL SAMPLE)								
	Total	Quest	Non-Quest	Child's Gender		Child's Age		
				Male	Female	12 years or younger	13 to 16 years	17 years or older
Always	50%	51%	49%	55%	39%	61%	48%	46%
Usually	32%	32%	31%	28%	39%	22%	36%	32%
Sometimes	16%	14%	17%	14%	20%	8%	16%	20%
Never	3%	3%	2%	3%	2%	8%		2%
Base	187	65	122	126	61	36	69	82

EXHIBIT 27. CAREGIVERS INVOLVED AS MUCH AS THEY WANTED (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Good	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
Always	50%	71%	47%	36%	44%	57%	38%	45%	49%	53%	52%
Usually	32%	22%	35%	36%	33%	29%	23%	41%	36%	20%	31%
Sometimes	16%	8%	16%	22%	22%	14%	31%	14%	13%	20%	15%
Never	3%		2%	5%			8%		3%	7%	3%
Base	187	51	57	77	9	14	13	22	39	15	75

EXHIBIT 27. CAREGIVERS INVOLVED AS MUCH AS THEY WANTED (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Always	50%	51%	27%	49%	50%	31%	55%	50%	
Usually	32%	31%	36%	29%	33%	40%	29%	32%	
Sometimes	16%	16%	18%	20%	14%	24%	14%	16%	
Never	3%	2%	18%	2%	3%	5%	2%	3%	
Base	187	176	11	55	131	42	145	187	0

Q19: In the last 12 months, how often were you involved as much as you wanted in your child's counseling or treatment?

EXHIBIT 28. CAREGIVERS INVOLVED AS MUCH AS THEY WANTED (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	12 years or younger	13 to 16 years	17 years or older
Always	51%	57%	37%	69%	50%	44%
Usually	32%	26%	47%	23%	33%	35%
Sometimes	14%	13%	16%	8%	17%	15%
Never	3%	4%				6%
Base	65	46	19	13	18	34

EXHIBIT 28. CAREGIVERS INVOLVED AS MUCH AS THEY WANTED (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Good	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
Always	51%	69%	65%	37%	50%	50%	38%	50%	57%	56%	33%
Usually	32%	31%	24%	37%	25%	33%	38%	33%	30%	22%	67%
Sometimes	14%		12%	20%	25%	17%	25%	17%	9%	11%	
Never	3%			6%					4%	11%	
Base	65	13	17	35	4	6	8	12	23	9	3

EXHIBIT 28. CAREGIVERS INVOLVED AS MUCH AS THEY WANTED (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Always	51%	52%	33%	42%	54%	27%	58%	51%	
Usually	32%	34%		37%	30%	47%	28%	32%	
Sometimes	14%	13%	33%	16%	13%	20%	12%	14%	
Never	3%	2%	33%	5%	2%	7%	2%	3%	
Base	65	62	3	19	46	15	50	65	0

Q19: In the last 12 months, how often were you involved as much as you wanted in your child's counseling or treatment?

ACCESS TO TREATMENT AND INFORMATION

The components used for the measures of Access to Treatment and Information are shown below. The composite was constructed using two questions. The questions include: problem with delays in counseling or treatment (Q27) and problem in getting the help when calling customer service (Q29).

Forty-seven percent of the children needed approval for counseling or treatment. This happened more often for children who are 17 years or older (54%), children with fair/poor mental health (58%) (statistically significant). For children who visited Central Oahu (54%), Honolulu (71%), Leeward (70%), Windward (59%), Hawaii (51%) family guidance centers, they were statistically more likely to need approval. Children with alcohol or drug problems (57%) and those had emergency services before (76%) were statistically more likely to need approval (Exhibit 29).

For the Quest sample, children with fair/poor mental health (66%) were statistically more likely to need approval. This also applies to those who visited Leeward family guidance center (78%), had alcohol or drug problems (70%), had emergency services before (81%), and were outpatients (62%) (Exhibit 30).

EXHIBIT 29. APPROVAL FOR COUNSELING OR TREATMENT (TOTAL SAMPLE)								
	Total	Quest	Non- Quest	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years or older
Yes	47%	54%	43%	43%	53%	37%	44%	54%
No	53%	46%	57%	57%	47%	63%	56%	46%
Base	259	92	167	166	93	51	96	112

EXHIBIT 29. APPROVAL FOR COUNSELING OR TREATMENT (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Good	Good	Fair/Poor	Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Yes	47%	40%	38%	58%	54%	71%	70%	59%	51%	50%	29%
No	53%	60%	62%	42%	46%	29%	30%	41%	49%	50%	71%
Base	259	70	82	105	24	17	20	29	53	20	96

EXHIBIT 29. APPROVAL FOR COUNSELING OR TREATMENT (TOTAL SAMPLE)									
	Total	Primary Problem				Service Categories			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Yes	47%	47%	38%	57%	42%	76%	40%	50%	39%
No	53%	53%	63%	43%	58%	24%	60%	50%	61%
Base	259	243	16	82	175	46	213	184	75

Q26: In the last 12 months, did you need approval for any counseling or treatment for your child?

EXHIBIT 30. APPROVAL FOR COUNSELING OR TREATMENT (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
Yes	54%	52%	59%	44%	57%	57%
No	46%	48%	41%	56%	43%	43%
Base	92	63	29	18	28	46

EXHIBIT 30. APPROVAL FOR COUNSELING OR TREATMENT (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent /Very Goo	Good	Fair/ Poor	Centra Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
Yes	54%	43%	42%	66%	38%	71%	78%	50%	56%	50%	25%
No	46%	57%	58%	34%	63%	29%	22%	50%	44%	50%	75%
Base	92	21	24	47	8	7	9	18	32	14	4

EXHIBIT 30. APPROVAL FOR COUNSELING OR TREATMENT (QUEST SAMPLE)									
	Total	Primary Problem				Service Categories			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Yes	54%	55%	40%	70%	48%	81%	49%	62%	38%
No	46%	45%	60%	30%	52%	19%	51%	38%	62%
Base	92	87	5	30	61	16	76	63	29

Q26: In the last 12 months, did you need approval for any counseling or treatment for your child?

Eighteen percent of the caregivers called customer service to get information or help about counseling or treatment for their children. This happened statistically more often for children with fair/poor mental health (26%) and those who had emergency services before (36%) (Exhibit 31). For the Quest sample, there is no particular group that called customer service significantly more often (Exhibit 32).

EXHIBIT 31. CALL CUSTOMER SERVICE (TOTAL SAMPLE)								
	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years o older
Yes	18%	21%	17%	18%	20%	22%	17%	18%
No	82%	79%	83%	82%	80%	78%	83%	82%
Base	261	94	167	169	92	51	96	114

EXHIBIT 31. CALL CUSTOMER SERVICE (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent /Very Goo	Good	Fair/ Poor	Centra Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
Yes	18%	14%	13%	26%	25%	28%	35%	14%	13%	24%	15%
No	82%	86%	87%	74%	75%	72%	65%	86%	87%	76%	85%
Base	261	72	83	104	24	18	20	29	54	21	95

EXHIBIT 31. CALL CUSTOMER SERVICE (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Yes	18%	18%	31%	23%	16%	36%	14%	21%	12%
No	82%	82%	69%	77%	84%	64%	86%	79%	88%
Base	261	245	16	83	176	47	214	187	74

Q28: In the last 12 months, did you call customer service to get information or help about counseling or treatment for your child?

EXHIBIT 32. CALL CUSTOMER SERVICE (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
Yes	21%	17%	31%	22%	11%	27%
No	79%	83%	69%	78%	89%	73%
Base	94	65	29	18	28	48

EXHIBIT 32. CALL CUSTOMER SERVICE (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent/Very Good	Good	Fair/Poor	Centra Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
Yes	21%	13%	21%	26%	38%	38%	22%	11%	16%	27%	25%
No	79%	87%	79%	74%	63%	63%	78%	89%	84%	73%	75%
Base	94	23	24	47	8	8	9	18	32	15	4

EXHIBIT 32. CALL CUSTOMER SERVICE (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Yes	21%	21%	20%	26%	19%	35%	18%	25%	14%
No	79%	79%	80%	74%	81%	65%	82%	75%	86%
Base	94	89	5	31	62	17	77	65	29

Q28: In the last 12 months, did you call customer service to get information or help about counseling or treatment for your child?

Problem with delays in counseling or treatment rated the highest in the composite of Access to Treatment and Information at 2.1. And the ratings were fairly stable at around 2.0 to 2.2 across different categories. Problem in getting the help when calling customer service scores lower at 1.9 (note: higher score represents less problem). For the Quest sample, problem in getting the help when calling customer service scores one point higher than the total sample, but this was not statistically significant.

Caregivers of children with excellent/very good mental health were statically more satisfied with access to treatment and information. Caregivers of children with alcohol or drug problems had less problem with delays in counseling or treatment statistically. Caregivers of the children who visited Honolulu and Kauai family guidance centers were statistically more satisfied in getting help when calling customer service (Exhibit 33).

For the Quest sample, caregivers of children who went to Central Oahu family guidance center had less problem statistically with delays in counseling or treatment when compared with other centers. (Exhibit 34).

EXHIBIT 33. ACCESS TO TREATMENT AND INFORMATION (TOTAL SAMPLE)									
	Maximum Score	Total	Quest	Non-Quest	Child's Gender		Child's Age		
					Male	Female	<12 years	13 to 16 years	17 years or older
Q27. Problem with delays in counseling or treatment	3	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.2
Q29. Problem in getting the help when calling customer service	3	1.9	2.0	1.8	1.8	2.0	1.7	1.9	1.9

EXHIBIT 33. ACCESS TO TREATMENT AND INFORMATION (TOTAL SAMPLE)					
	Maximum Score	Total	Child's Mental Health		
			Excellent/Very Good	Good	Fair/Poor
Q27. Problem with delays in counseling or treatment	3.0	2.1	2.2	2.1	2.0
Q29. Problem in getting the help when calling customer service	3.0	1.9	2.4	2.0	1.6

EXHIBIT 33. ACCESS TO TREATMENT AND INFORMATION (TOTAL SAMPLE)									
	Maximum Score	Total	Family Guidance Center						
			Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Q27. Problem with delays in counseling or treatment	3.0	2.1	2.2	2.2	2.1	2.0	2.2	2.0	2.1
Q29. Problem in getting the help when calling customer service	3.0	1.9	2.0	2.2	1.3	1.8	1.6	1.6	2.3

EXHIBIT 33. ACCESS TO TREATMENT AND INFORMATION (TOTAL SAMPLE)										
	Maximum Score	Total	Primary Problem				Service Category			
			Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
			Yes	No	Yes	No	Yes	No	Yes	No
Q27. Problem with delays in counseling or treatment	3.0	2.1	2.1	2.1	2.2	2.1	2.0	2.1	2.1	2.1
Q29. Problem in getting the help when calling customer service	3.0	1.9	1.8	2.2	1.9	1.9	1.6	2.0	1.9	1.9

EXHIBIT 34. ACCESS TO TREATMENT AND INFORMATION (QUEST SAMPLE)										
	Maximum Score	Total	Child's Gender		Child's Age			Child's Mental Health		
			Male	Female	< 12 years	13 to 16 years	17 years or older	Excellent/ Very Good	Good	Fair/ Poor
Q27. Problem with delays in counseling or treatment	3.0	2.1	2.1	2.1	2.1	2.1	2.1	2.2	2.1	2.1
Q29. Problem in getting the help when calling customer service	3.0	2.0	1.9	2.1	1.8	2.3	2.0	2.7	2.4	1.7

EXHIBIT 34. ACCESS TO TREATMENT AND INFORMATION (QUEST SAMPLE)										
	Maximum Score	Total	Family Guidance Center							
			Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai	
Q27. Problem with delays in counseling or treatment	3.0	2.1	2.4	2.0	2.2	2.1	2.2	1.9	2.0	
Q29. Problem in getting the help when calling customer service	3.0	2.0	2.3	2.0	2.0	2.5	1.6	1.8	3.0	

EXHIBIT 34. ACCESS TO TREATMENT AND INFORMATION (QUEST SAMPLE)										
	Maximum Score	Total	Primary Problem				Service Category			
			Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
			Yes	No	Yes	No	Yes	No	Yes	No
Q27. Problem with delays in counseling or treatment	3.0	2.1	2.1	2.2	2.3	2.0	1.9	2.2	2.1	2.2
Q29. Problem in getting the help when calling customer service	3.0	2.0	1.9	3.0	1.9	2.1	1.2	2.4	1.9	2.5

The detailed ratings of the two Access to Treatment questions are shown in Exhibits 35 to 38. Thirty-three percent of the caregivers of children with fair/poor mental health felt that there was a big problem with delays in counseling or treatment. Another 34% of the caregivers of children who had emergency services before also felt the same way (Exhibit 35).

For the Quest sample, 51% of the caregivers of outpatients felt that there was a small problem with delays in counseling or treatment and 73% of those who were not outpatients felt that there was no problem (Exhibit 36).

EXHIBIT 35. PROBLEM WITH DELAYS IN COUNSELING OR TREATMENT (TOTAL SAMPLE)								
	Total	Quest	Non- Quest	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years or older
A big problem	21%	18%	24%	24%	18%	26%	26%	17%
A small problem	34%	42%	28%	32%	37%	26%	31%	38%
Not a problem	45%	40%	48%	44%	45%	47%	43%	45%
Base	121	50	71	72	49	19	42	60

EXHIBIT 35. PROBLEM WITH DELAYS IN COUNSELING OR TREATMENT (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Good	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
A big problem	21%	4%	16%	33%	15%	25%	29%	29%	11%	40%	18%
A small problem	34%	39%	39%	28%	38%	25%	29%	35%	41%	30%	32%
Not a problem	45%	57%	45%	39%	46%	50%	43%	35%	48%	30%	50%
Base	121	28	31	61	13	12	14	17	27	10	28

EXHIBIT 35. PROBLEM WITH DELAYS IN COUNSELING OR TREATMENT (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
A big problem	21%	22%	17%	17%	23%	34%	16%	22%	21%
A small problem	34%	34%	33%	28%	38%	34%	34%	36%	28%
Not a problem	45%	44%	50%	55%	38%	31%	50%	42%	52%
Base	121	115	6	47	73	35	86	92	29

Q27: In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval?

EXHIBIT 36. PROBLEM WITH DELAYS IN COUNSELING OR TREATMENT (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
A big problem	18%	18%	18%	25%	13%	19%
A small problem	42%	42%	41%	38%	50%	38%
Not a problem	40%	39%	41%	38%	38%	42%
Base	50	33	17	8	16	26

EXHIBIT 36. PROBLEM WITH DELAYS IN COUNSELING OR TREATMENT (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Good	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
A big problem	18%		20%	23%		20%	14%	22%	11%	43%	
A small problem	42%	56%	40%	39%		60%	43%	33%	44%	43%	100%
Not a problem	40%	44%	40%	39%	100%	20%	43%	44%	44%	14%	
Base	50	9	10	31	3	5	7	9	18	7	1

EXHIBIT 36. PROBLEM WITH DELAYS IN COUNSELING OR TREATMENT (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
A big problem	18%	19%		14%	21%	31%	14%	18%	18%
A small problem	42%	42%	50%	33%	48%	46%	41%	51%	9%
Not a problem	40%	40%	50%	52%	31%	23%	46%	31%	73%
Base	50	48	2	21	29	13	37	39	11

Q27: In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval?

Fifty-nine percent of the caregivers of children with fair/poor mental health felt that there was a big problem in getting help when calling customer service, whereas 60% of those with excellent/very good mental health did not feel any problem. Eighty-six percent of the caregivers of children who visited Leeward family guidance center felt a big problem in getting help when calling customer service and 80% of those who visited Honolulu family guidance center felt that there was a small problem. Caregivers of children who had emergency services before felt that there was a big problem in getting help when calling customer service (Exhibit 37).

For the Quest sample, 83% of the caregivers of children who had emergency services before felt that there is a big problem in getting help when calling customer service (Exhibit 38).

EXHIBIT 37. PROBLEM IN GETTING THE HELP WHEN CALLING CUSTOMER SERVICE (TOTAL SAMPLE)								
	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years or older
A big problem	44%	35%	50%	47%	39%	45%	44%	43%
A small problem	25%	30%	21%	27%	22%	36%	19%	24%
Not a problem	31%	35%	29%	27%	39%	18%	38%	33%
Base	48	20	28	30	18	11	16	21

EXHIBIT 37. PROBLEM IN GETTING THE HELP WHEN CALLING CUSTOMER SERVICE (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent/Very Good	Good	Fair/Poor	Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
A big problem	44%	20%	27%	59%	50%		86%	50%	57%	60%	21%
A small problem	25%	20%	45%	19%		80%		25%	29%	20%	29%
Not a problem	31%	60%	27%	22%	50%	20%	14%	25%	14%	20%	50%
Base	48	10	11	27	6	5	7	4	7	5	14

EXHIBIT 37. PROBLEM IN GETTING THE HELP WHEN CALLING CUSTOMER SERVICE (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
A big problem	44%	44%	40%	37%	46%	65%	32%	41%	56%
A small problem	25%	28%		32%	21%	12%	32%	31%	
Not a problem	31%	28%	60%	32%	32%	24%	35%	28%	44%
Base	48	43	5	19	28	17	31	39	9

Q29: In the last 12 months, how much of a problem, if any, was it to get the help your child needed when you called customer service?

EXHIBIT 38. PROBLEM IN GETTING THE HELP WHEN CALLING CUSTOMER SERVICE (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
A big problem	35%	36%	33%	25%	33%	38%
A small problem	30%	36%	22%	75%		23%
Not a problem	35%	27%	44%		67%	38%
Base	20	11	9	4	3	13

EXHIBIT 38. PROBLEM IN GETTING THE HELP WHEN CALLING CUSTOMER SERVICE (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent/Very Good	Good	Fair/Poor	Centra Oahu	Honolulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
A big problem	35%			58%	33%		50%		60%	50%	
A small problem	30%	33%	60%	17%		100%		50%	20%	25%	
Not a problem	35%	67%	40%	25%	67%		50%	50%	20%	25%	100%
Base	20	3	5	12	3	3	2	2	5	4	1

EXHIBIT 38. PROBLEM IN GETTING THE HELP WHEN CALLING CUSTOMER SERVICE (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
A big problem	35%	37%		38%	33%	83%	14%	38%	25%
A small problem	30%	32%		38%	25%	17%	36%	38%	
Not a problem	35%	32%	100%	25%	42%		50%	25%	75%
Base	20	19	1	8	12	6	14	16	4

Q29: In the last 12 months, how much of a problem, if any, was it to get the help your child needed when you called customer service?

INFORMED ABOUT TREATMENT OPTIONS

The measures used for the composite of Informed About Treatment Options are shown below. The composite was constructed using two questions. The questions include: were you told about self-help or support groups (Q20) and were you given information about different kinds of counseling or treatment (Q21).

Given information about different kinds of counseling or treatment rated the highest in this category at 0.7. Told about self-help or support groups scores lower at 0.5. Same ratings were from the Quest sample.

Caregivers of children who are 17 years or older were statistically more satisfied with information about self-help or support groups. Caregivers of children with excellent/very good mental health were statistically more satisfied with information about different kinds of counseling or treatment. Caregivers of children with alcohol or drug problems were statistically more satisfied with both self-help or support groups and information about different counseling or treatment (Exhibit 39).

For the Quest sample, caregivers of children with excellent/very good/good mental health were statistically more satisfied with information about different kinds of counseling or treatment; this is also true for caregivers of children with alcohol or drug problems (Exhibit 40).

EXHIBIT 39. INFORMED ABOUT TREATMENT OPTIONS (TOTAL SAMPLE)									
	Maximum Score	Total	Quest	Non-Quest	Child's Gender		Child's Age		
					Male	Female	<12 years	13 to 16 years	17 years or older
Q20. Were you told about self-help or support groups	1.0	0.5	0.5	0.5	0.5	0.5	0.4	0.5	0.6
Q21. Were you given information about different kinds of counseling or treatment	1.0	0.7	0.7	0.7	0.6	0.7	0.7	0.6	0.7

EXHIBIT 39. INFORMED ABOUT TREATMENT OPTIONS (TOTAL SAMPLE)					
	Maximum Score	Total	Child's Mental Health		
			Excellent/ Very Good	Good	Fair/Poor
Q20. Were you told about self-help or support groups	1.0	0.5	0.5	0.6	0.5
Q21. Were you given information about different kinds of counseling or treatment	1.0	0.7	0.8	0.7	0.6

EXHIBIT 39. INFORMED ABOUT TREATMENT OPTIONS (TOTAL SAMPLE)									
	Maximum Score	Total	Family Guidance Center						
			Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai
Q20. Were you told about self-help or support groups	1.0	0.5	0.4	0.7	0.4	0.5	0.6	0.7	0.4
Q21. Were you given information about different kinds of counseling or treatment	1.0	0.7	0.7	0.9	0.8	0.7	0.7	0.5	0.6

EXHIBIT 39. INFORMED ABOUT TREATMENT OPTIONS (TOTAL SAMPLE)										
	Maximum Score	Total	Primary Problem				Service Category			
			Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
			Yes	No	Yes	No	Yes	No	Yes	No
Q20. Were you told about self-help or support groups	1.0	0.5	0.5	0.3	0.7	0.4	0.5	0.5	0.5	
Q21. Were you given information about different kinds of counseling or treatment	1.0	0.7	0.7	0.5	0.8	0.6	0.6	0.7	0.7	

EXHIBIT 40. INFORMED ABOUT TREATMENT OPTIONS (QUEST SAMPLE)										
	Maximum Score	Total	Child's Gender		Child's Age			Child's Mental Health		
			Male	Female	< 12 years	13 to 16 years	17 years or older	Excellent/Very Good	Good	Fair/Poor
Q20. Were you told about self-help or support groups	1.0	0.5	0.6	0.4	0.4	0.4	0.7	0.8	0.7	0.4
Q21. Were you given information about different kinds of counseling or treatment	1.0	0.7	0.7	0.8	0.8	0.6	0.7	0.8	0.8	0.6

EXHIBIT 40. INFORMED ABOUT TREATMENT OPTIONS (QUEST SAMPLE)										
	Maximum Score	Total	Family Guidance Center							
			Central Oahu	Honolulu	Leeward	Windward	Hawaii	Maui	Kauai	
Q20. Were you told about self-help or support groups	1.0	0.5	0.5	0.7	0.4	0.4	0.7	0.6	0.4	
Q21. Were you given information about different kinds of counseling or treatment	1.0	0.7	1.0	0.7	0.9	0.8	0.7	0.4	0.7	

EXHIBIT 40. INFORMED ABOUT TREATMENT OPTIONS (QUEST SAMPLE)										
	Maximum Score	Total	Primary Problem				Service Category			
			Personal/Emotional		Alcohol/Drug		Emergency		Outpatient	
			Yes	No	Yes	No	Yes	No	Yes	No
Q20. Were you told about self-help or support groups	1.0	0.5	0.6	0.3	0.7	0.5	0.5	0.6	0.5	
Q21. Were you given information about different kinds of counseling or treatment	1.0	0.7	0.7	0.7	0.8	0.7	0.7	0.7	0.7	

The detailed ratings of the two Informed about Treatment Options questions are shown in Exhibits 41 to 42.

Sixty-three percent of the caregivers of children who are 12 years or younger were not told about self-help or support groups. Fifty-nine percent of the caregivers of children who are 17 years or older were told about self-help or support group. For the caregivers of children who visited Honolulu family guidance center, they were told about self-help or support group, but 56% of those who visited Kauai family guidance center were not informed. Seventy-one percent of the caregivers of children who had alcohol or drug problems were told about the self-help or support group but 57% of those who did not have alcohol or drug problem were not informed (Exhibit 41).

For the Quest sample, 77% of caregivers of children with excellent/very good mental health and 71% of caregivers of children with good mental health were told about self-help or support group, but 63% of caregivers of children with fair/poor mental health were not. Seventy-four percent of the caregivers of children with alcohol or drug problems were told about self-help or support groups, but 54% of the caregivers of children without alcohol or drug problems were not informed (Exhibit 42).

Eighty percent of caregivers of children with excellent/good mental health were given information about different kinds of counseling or treatment, but 41% of caregivers of children with fair/poor mental health were not given this information. Forty-seven percent of the caregivers of children who visited Maui family guidance center were not given information about different counseling or treatment. For the caregivers of children with alcohol or drug problems, 79% of them were given this information, but 38% of the caregivers of children without alcohol or drug problem were not given this information (Exhibit 41).

For the Quest sample, all of the caregivers of children who visited Central Oahu family guidance center were given information about different counseling or treatment. Sixty-seven percent of the caregivers of children who visited Maui family guidance center were not given the information (Exhibit 42).

EXHIBIT 41. INFORMED ABOUT TREATMENT OPTIONS (TOTAL SAMPLE)								
	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years o older
WERE YOU TOLD ABOUT SELF-HELP OR SUPPORT GROUPS								
Yes	52%	54%	50%	54%	47%	37%	50%	59%
No	48%	46%	50%	46%	53%	63%	50%	41%
Base	186	65	121	126	60	35	70	81
WERE YOU GIVEN INFORMATION ABOUT DIFFERENT KINDS OF COUNSELING OR TREATMENT								
Yes	67%	69%	66%	64%	73%	69%	63%	70%
No	33%	31%	34%	36%	27%	31%	37%	30%
Base	188	65	123	126	62	36	70	82

EXHIBIT 41. INFORMED ABOUT TREATMENT OPTIONS (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
WERE YOU TOLD ABOUT SELF-HELP OR SUPPORT GROUPS											
Yes	52%	54%	56%	47%	44%	71%	42%	55%	56%	67%	44%
No	48%	46%	44%	53%	56%	29%	58%	45%	44%	33%	56%
Base	186	50	57	77	9	14	12	22	39	15	75
WERE YOU GIVEN INFORMATION ABOUT DIFFERENT KINDS OF COUNSELING OR TREATMENT											
Yes	67%	80%	67%	59%	67%	86%	77%	68%	67%	53%	64%
No	33%	20%	33%	41%	33%	14%	23%	32%	33%	47%	36%
Base	188	51	57	78	9	14	13	22	39	15	76

EXHIBIT 41. INFORMED ABOUT TREATMENT OPTIONS (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
WERE YOU TOLD ABOUT SELF-HELP OR SUPPORT GROUPS									
Yes	52%	53%	27%	71%	43%	48%	53%	52%	
No	48%	47%	73%	29%	57%	52%	47%	48%	
Base	186	175	11	55	130	42	144	186	0
WERE YOU GIVEN INFORMATION ABOUT DIFFERENT KINDS OF COUNSELING OR TREATMENT									
Yes	67%	68%	55%	79%	62%	64%	68%	67%	
No	33%	32%	45%	21%	38%	36%	32%	33%	
Base	188	177	11	56	131	42	148	188	0

Q20: In the last 12 months, were you told about self-help or support groups, such as consumer-run groups or 12-step programs?

Q21: In the last 12 months, were you given information about different kinds of counseling or treatment that are available?

EXHIBIT 42. INFORMED ABOUT TREATMENT OPTIONS (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
WERE YOU TOLD ABOUT SELF-HELP OR SUPPORT GROUPS						
Yes	54%	59%	42%	38%	44%	65%
No	46%	41%	58%	62%	56%	35%
Base	65	46	19	13	18	34
WERE YOU GIVEN INFORMATION ABOUT DIFFERENT KINDS OF COUNSELING OR TREATMENT						
Yes	69%	65%	79%	77%	61%	71%
No	31%	35%	21%	23%	39%	29%
Base	65	46	19	13	18	34

EXHIBIT 42. INFORMED ABOUT TREATMENT OPTIONS (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
WERE YOU TOLD ABOUT SELF-HELP OR SUPPORT GROUPS											
Yes	54%	77%	71%	37%	50%	67%	38%	42%	65%	56%	33%
No	46%	23%	29%	63%	50%	33%	63%	58%	35%	44%	67%
Base	65	13	17	35	4	6	8	12	23	9	3
WERE YOU GIVEN INFORMATION ABOUT DIFFERENT KINDS OF COUNSELING OR TREATMENT											
Yes	69%	77%	76%	63%	100%	67%	88%	75%	70%	33%	67%
No	31%	23%	24%	37%		33%	13%	25%	30%	67%	33%
Base	65	13	17	35	4	6	8	12	23	9	3

EXHIBIT 42. INFORMED ABOUT TREATMENT OPTIONS (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
WERE YOU TOLD ABOUT SELF-HELP OR SUPPORT GROUPS									
Yes	54%	55%	33%	74%	46%	47%	56%	54%	
No	46%	45%	67%	26%	54%	53%	44%	46%	
Base	65	62	3	19	46	15	50	65	0
WERE YOU GIVEN INFORMATION ABOUT DIFFERENT KINDS OF COUNSELING OR TREATMENT									
Yes	69%	69%	67%	79%	65%	73%	68%	69%	
No	31%	31%	33%	21%	35%	27%	32%	31%	
Base	65	62	3	19	46	15	50	65	0

Q20: In the last 12 months, were you told about self-help or support groups, such as consumer-run groups or 12-step programs?

Q21: In the last 12 months, were you given information about different kinds of counseling or treatment that are available?

There are three more questions in the survey that are related to information about treatment, which include information to manage condition (Q22), information about patient's rights (Q23), and the right to refuse a specific type of medicine or treatment (Q24).

Seventy-eight percent of the caregivers were given as much information as they wanted about how to manage their children's condition. This is statistically significant for the caregivers of children in excellent/very good mental health. But for children with fair/poor mental health, their caregivers felt that they were not given enough information about how to manage their children's condition (statistically significant) (for total and Quest samples). In addition, for caregivers of children with good mental health in the total sample, they felt that they were given enough information. For caregivers of children with personal or emotional problems, they felt that they were given enough information about how to manage their children's condition, but not for the caregivers of children without personal or emotional problem (both statistically significant) (Exhibits 43 and 44).

EXHIBIT 43. INFORMATION TO MANAGE CONDITION (TOTAL SAMPLE)								
	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years o older
Yes	78%	78%	78%	78%	77%	81%	79%	77%
No	22%	22%	22%	22%	23%	19%	21%	23%
Base	187	65	122	125	62	36	70	81

EXHIBIT 43. INFORMATION TO MANAGE CONDITION (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
Yes	78%	94%	84%	63%	67%	79%	69%	77%	79%	67%	83%
No	22%	6%	16%	37%	33%	21%	31%	23%	21%	33%	17%
Base	187	51	56	78	9	14	13	22	38	15	76

EXHIBIT 43. INFORMATION TO MANAGE CONDITION (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Yes	78%	80%	45%	86%	75%	67%	81%	78%	
No	22%	20%	55%	14%	25%	33%	19%	22%	
Base	187	176	11	56	130	42	145	187	0

Q22: In the last months, were you given as much information as you wanted about what you could do to manage your child's condition?

EXHIBIT 44. INFORMATION TO MANAGE CONDITION (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
Yes	78%	83%	68%	77%	83%	76%
No	22%	17%	32%	23%	17%	24%
Base	65	46	19	13	18	34

EXHIBIT 44. INFORMATION TO MANAGE CONDITION (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent /Very Goo	Good	Fair/ Poor	Centra Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
Yes	78%	92%	88%	69%	75%	83%	75%	83%	83%	56%	100%
No	22%	8%	12%	31%	25%	17%	25%	17%	17%	44%	
Base	65	13	17	35	4	6	8	12	23	9	3

EXHIBIT 44. INFORMATION TO MANAGE CONDITION (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Yes	78%	81%	33%	89%	74%	73%	80%	78%	
No	22%	19%	67%	11%	26%	27%	20%	22%	
Base	65	62	3	19	46	15	50	65	0

Q22: In the last months, were you given as much information as you wanted about what you could do to manage your child's condition?

Ninety percent of the caregivers were given information about their children's right as a patient. Caregivers of female children felt that they were given information about their children's right, but not for the caregivers of male children (statistically significant). Ninety-six percent of the caregivers of children with excellent/very good mental health felt that they were given their children's right as a patient, but not for the caregivers of children with fair/poor mental health (14%) (statistically significant). All of the caregivers of children who went to Central Oahu and 95% of those who visited Windward family guidance center felt that they were given the information, but not for those who visited Hawaii family guidance center (21%) (all statistically significant) (Exhibit 45).

For the Quest sample, all of the caregivers of female children felt that they were given information about their children's right as a patient (Exhibit 46).

EXHIBIT 45. INFORMATION ABOUT PATIENT'S RIGHTS (TOTAL SAMPLE)								
	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years or older
Yes	90%	94%	88%	87%	97%	86%	90%	91%
No	10%	6%	12%	13%	3%	14%	10%	9%
Base	186	64	122	126	60	36	68	82

EXHIBIT 45. INFORMATION ABOUT PATIENT'S RIGHTS (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent / Very Goo	Good	Fair/ Poor	Centra Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
Yes	90%	96%	89%	86%	100%	93%	92%	95%	79%	93%	91%
No	10%	4%	11%	14%		7%	8%	5%	21%	7%	9%
Base	186	51	57	76	9	14	13	21	39	15	75

EXHIBIT 45. INFORMATION ABOUT PATIENT'S RIGHTS (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Yes	90%	91%	73%	95%	88%	88%	90%	90%	
No	10%	9%	27%	5%	12%	12%	10%	10%	
Base	186	175	11	56	129	42	144	186	0

Q23: In the last 12 months, were you given information about your child's right as a patient?

EXHIBIT 46. INFORMATION ABOUT PATIENT'S RIGHTS (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
Yes	94%	91%	100%	100%	94%	91%
No	6%	9%			6%	9%
Base	64	46	18	13	17	34

EXHIBIT 46. INFORMATION ABOUT PATIENT'S RIGHTS (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent / Very Goo	Good	Fair/ Poor	Centra Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
Yes	94%	100%	94%	91%	100%	83%	100%	100%	91%	89%	100%
No	6%		6%	9%		17%			9%	11%	
Base	64	13	17	34	4	6	8	11	23	9	3

EXHIBIT 46. INFORMATION ABOUT PATIENT'S RIGHTS (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Yes	94%	95%	67%	89%	96%	87%	96%	94%	
No	6%	5%	33%	11%	4%	13%	4%	6%	
Base	64	61	3	19	45	15	49	64	0

Q23: In the last 12 months, were you given information about your child's right as a patient?

Eighty-five percent of the caregivers felt that they could refuse a specific type of medicine or treatment for their children. All of the caregivers of children who went to Central Oahu family guidance center felt that they could make refusals (statistically significant). For the caregivers of children who had alcohol or drug problems, 25% of them felt that they could not refuse a specific type of medicine or treatment for their children, but for the caregivers of

children who did not have alcohol or drug problem, 89% of them felt that they could make refusals (Exhibit 47).

For the Quest sample, all of the caregivers of children with excellent/good mental health, whose children went to Central Oahu, Leeward, or Maui family guidance centers, and whose children with no personal or emotional problem felt that they could refuse a specific type of medicine or treatment for their children (statistically significant) (Exhibit 48).

EXHIBIT 47. REFUSAL OF MEDICINE OR TREATMENT (TOTAL SAMPLE)								
	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years o older
Yes	85%	86%	84%	83%	89%	83%	88%	83%
No	15%	14%	16%	17%	11%	17%	12%	17%
Base	187	65	122	125	62	36	69	82

EXHIBIT 47. REFUSAL OF MEDICINE OR TREATMENT (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
Yes	85%	86%	82%	86%	100%	79%	92%	82%	79%	93%	86%
No	15%	14%	18%	14%		21%	8%	18%	21%	7%	14%
Base	187	51	57	77	9	14	12	22	39	15	76

EXHIBIT 47. REFUSAL OF MEDICINE OR TREATMENT (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Yes	85%	85%	91%	75%	89%	81%	86%	85%	
No	15%	15%	9%	25%	11%	19%	14%	15%	
Base	187	176	11	55	131	42	145	187	0

Q24: In the last 12 months, did you feel you could refuse a specific type of medicine or treatment for your child?

EXHIBIT 48. REFUSAL OF MEDICINE OR TREATMENT (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
Yes	86%	83%	95%	92%	89%	82%
No	14%	17%	5%	8%	11%	18%
Base	65	46	19	13	18	34

EXHIBIT 48. REFUSAL OF MEDICINE OR TREATMENT (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
Yes	86%	100%	76%	86%	100%	83%	100%	75%	87%	100%	33%
No	14%		24%	14%		17%		25%	13%		67%
Base	65	13	17	35	4	6	8	12	23	9	3

EXHIBIT 48. REFUSAL OF MEDICINE OR TREATMENT (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
Yes	86%	85%	100%	74%	91%	73%	90%	86%	
No	14%	15%		26%	9%	27%	10%	14%	
Base	65	62	3	19	46	15	50	65	0

Q24: In the last 12 months, did you feel you could refuse a specific type of medicine or treatment for your child?



VALIDATION OF THE MODEL

One way to test the validity of questionnaire design and the composite groupings is to conduct an exploratory factor analysis. The exploratory factor analysis extracted two factors. Principal components method with varimax rotation method was used, which extracted components with eigenvalues greater than one. The first factor combines how well clinicians communicate and informed about treatment options. The second factor combines getting treatment quickly and access to treatment and information. This suggests that members view being informed about treatment options as part of how well clinicians communicate. Members also view access to treatment and information and getting treatment quickly as one underlying dimension (Exhibit 49).

Exhibit 49. ROTATED COMPONENT MATRIX		
	Factor 1	Factor 2
Question/ Factor Loadings	How Well Clinicians Communicate and Informed About Treatment Options	Getting Treatment Quickly and Access to Treatment and Information
Q21. Given information about different kinds of counseling or treatment	0.948	0.223
Q15. Show respect for what you had to say	0.937	0.300
Q20. Told about self-help or support groups	0.937	0.233
Q19. Involved in your child's counseling or treatment	0.935	0.263
Q16. Spend enough time with you	0.935	0.308
Q13. Listen to you carefully	0.932	0.311
Q14. Explain things in a way you could understand	0.927	0.308
Q5. See someone as soon as you wanted	0.217	0.755
Q3. Get professional counseling your child needed on phone	0.104	0.751
Q27. Delays in counseling or treatment while you waited for approval	0.231	0.682
Q8. Get appointment as soon as you wanted for your child	0.486	0.595
Q29. Get help when you called customer service	0.199	0.566

Over three quarters (77.85%) of the sums of squared loadings are explained by the above two factors (Exhibit 50).

Exhibit 50. ROTATION SUMS OF SQUARED LOADINGS			
Component	Total	% of Variance	Cumulative %
How Well Clinicians Communicate and Informed About Treatment Options	6.52	54.33	54.33
Getting Treatment Quickly and Access to Treatment and Information	2.82	23.52	77.85

Another way to test the validity of the questionnaire design and the composite groupings is to conduct a reliability test using Cronbach's alpha. Cronbach's alpha measures how well a set of items measures a single unidimensional latent construct. When data have a multidimensional structure, Cronbach's alpha would usually be low. Technically speaking, Cronbach's alpha is not a statistical test – it is a coefficient of reliability or consistency. If the

inter-item correlations are high, then there is evidence that the items are measuring the same underlying construct. The variables have “high” reliability when the items measure a single unidimensional latent construct. A reliability coefficient of 0.80 is considered as “acceptable” in most social science applications.¹

The table below shows that grouping Getting Treatment Quickly and Access to Treatment and Information together is better than separate them into two composites. For How Well Clinicians Communicate and Informed About Treatment, grouping them together also seems acceptable (Exhibit 51).

Exhibit 51. RELIABILITY TEST		
Groupings	Question Numbers	Alpha
	Two-Factor Solution	
How Well Clinicians Communicate and Informed About Treatment Options	Q13, Q14, Q15, Q16, Q19, Q20, Q21	0.9865
Getting Treatment Quickly and Access to Treatment and Information	Q3, Q5, Q8, Q27, Q29	0.7643
	Questionnaire	
Getting Treatment Quickly	Q3, Q5, Q8	0.7213
How Well Clinicians Communicate	Q13, Q14, Q15, Q16, Q19	0.9920
Access to Treatment and Information	Q27, Q29	0.5005
Informed About Treatment Options	Q20, Q21	0.9870

RATING OF COUNSELING OR TREATMENT

The rating for counseling or treatment is captured in question 25, with the worse counseling or treatment possible rated 0 and best counseling or treatment possible rated 10.

Twenty-eight percent of the caregivers rated this attribute 8 points on the 10-point scale and about one-fifth rated at the full score (Exhibit 52). Sixty-two percent of the caregivers and 59% of the caregivers in Quest sample rated 8 points or over. About 19% of the caregivers and 13% of the caregivers in Quest sample rated 5 points or lower (Exhibit 54).

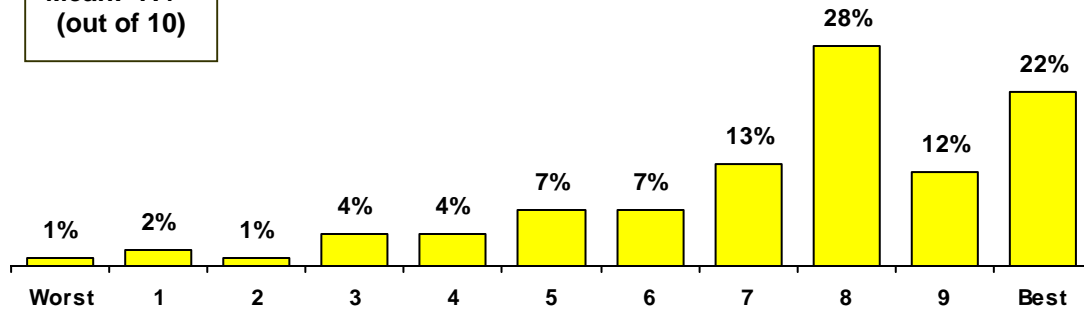
The mean rating of counseling by caregivers of children with excellent/very good mental health was statistically higher than those of children with good/fair/poor mental health (8.6 vs. 7.4 and 6.8). Also, significantly higher mean rating was given by the caregivers of children who did not have emergency service before (7.7 vs. 6.4 for those who had emergency services before). The percentage of caregivers who rated their counseling perfectly was significantly higher when their children were in excellent/very good mental health. Significantly higher percentages of caregivers of children who visited Kauai family guidance center rated 8 and 10 points (Exhibit 53).

For the Quest sample, the mean rating (9.1) and percentage of caregivers (54%) who rated counseling perfectly were significantly higher when their children were in excellent/very good mental health. The mean rating was also higher for caregivers of children who did not have emergency service before (7.9 vs. 6.6 for those children who had emergency services before) (Exhibit 55).

¹ According to UCLA, Academic Technology Services, <http://www.ats.ucla.edu/stat/spss/faq/alpha.html>.

EXHIBIT 52. COUNSELING RATING (TOTAL SAMPLE)

Mean: 7.4
(out of 10)



Base: 186

Q25. Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all your child's counseling or treatment in the last 12 months?

EXHIBIT 53. RATING OF COUNSELING (TOTAL SAMPLE)

	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years o older
0	1%		2%	2%		3%	1%	
1	2%	5%	1%	2%	3%	3%		4%
2	1%		1%	1%				1%
3	4%		6%	2%	7%		4%	5%
4	4%	3%	5%	4%	5%	3%	6%	4%
5	7%	5%	8%	6%	10%	8%	4%	9%
6	7%	6%	7%	8%	5%	8%	6%	7%
7	13%	22%	8%	15%	8%	19%	13%	10%
8	28%	29%	27%	27%	30%	28%	35%	22%
9	12%	12%	12%	13%	10%	6%	12%	15%
10	22%	18%	23%	21%	23%	22%	19%	23%
Mean	7.4	7.6	7.4	7.5	7.3	7.4	7.6	7.4
Base	186	65	121	125	61	36	69	81

EXHIBIT 53. RATING OF COUNSELING (TOTAL SAMPLE)

	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra O'ahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
0	1%			3%			8%				1%
1	2%		2%	4%				5%	3%	7%	1%
2	1%			1%				5%			
3	4%	2%	2%	6%	11%	8%	8%	5%			4%
4	4%	2%	4%	6%		8%		9%	3%	7%	4%
5	7%	4%	9%	8%	22%	8%	15%		8%	13%	4%
6	7%	2%	11%	8%			8%	9%	8%		9%
7	13%	4%	18%	15%	11%	23%		14%	23%	13%	8%
8	28%	30%	30%	23%	33%	15%	38%	14%	33%	13%	32%
9	12%	16%	13%	9%	11%	15%		14%	15%	20%	9%
10	22%	40%	13%	17%	11%	23%	23%	27%	8%	27%	27%
Mean	7.4	8.6	7.4	6.8	7.0	7.5	6.8	7.2	7.4	7.5	7.7
Base	186	50	56	78	9	13	13	22	39	15	75



EXHIBIT 53. RATING OF COUNSELING (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
0	1%	1%			2%	3%	1%	1%	
1	2%	2%	9%	4%	2%	8%	1%	2%	
2	1%		9%	2%		3%		1%	
3	4%	4%		7%	2%	10%	2%	4%	
4	4%	5%		2%	5%	3%	5%	4%	
5	7%	6%	18%	7%	7%	15%	5%	7%	
6	7%	7%		7%	7%	3%	8%	7%	
7	13%	13%	9%	7%	15%	8%	14%	13%	
8	28%	29%	9%	31%	27%	20%	30%	28%	
9	12%	12%	9%	18%	9%	18%	10%	12%	
10	22%	21%	36%	15%	25%	13%	24%	22%	
Mean	7.4	7.5	7.0	7.2	7.6	6.4	7.7	7.4	
Base	186	175	11	55	130	40	146	186	0

Q25: Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate your child's counseling or treatment in the last 12 months?

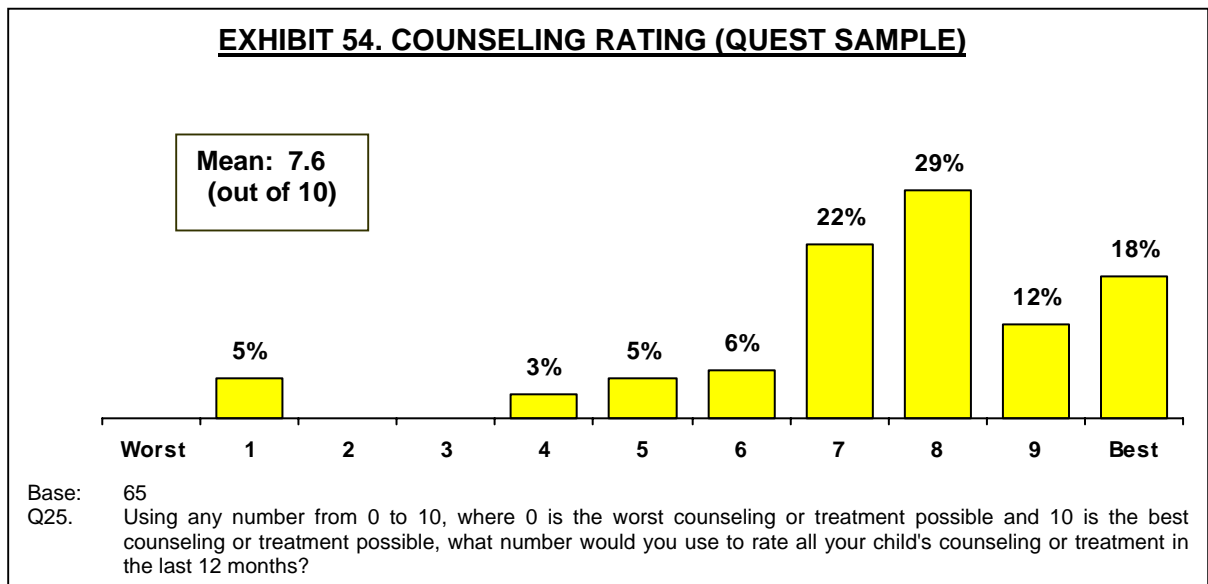


EXHIBIT 55. RATING OF COUNSELING (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
1	5%	2%	11%			9%
2						
3						
4	3%	4%			6%	3%
5	5%	2%	11%	8%	6%	3%
6	6%	4%	11%	8%		9%
7	22%	26%	11%	31%	22%	18%
8	29%	24%	42%	31%	44%	21%
9	12%	17%		8%	17%	12%
10	18%	20%	16%	15%	6%	26%
Mean	7.6	7.8	6.9	7.7	7.7	7.5
Base	65	46	19	13	18	34

EXHIBIT 55. RATING OF COUNSELING (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra O'ahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
1	5%			9%				8%	4%	11%	
2											
3											
4	3%		6%	3%		17%				11%	
5	5%		6%	6%	25%		25%				
6	6%	8%	6%	6%			13%	8%	4%		33%
7	22%		35%	23%	25%	33%		25%	26%	22%	
8	29%	23%	35%	29%	25%	17%	38%	17%	43%		67%
9	12%	15%	6%	14%		17%		17%	13%	22%	
10	18%	54%	6%	11%	25%	17%	25%	25%	9%	33%	
Mean	7.6	9.1	7.3	7.1	7.5	7.5	7.5	7.7	7.7	7.4	7.3
Base	65	13	17	35	4	6	8	12	23	9	3

EXHIBIT 55. RATING OF COUNSELING (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
1	5%	5%		11%	2%	20%		5%	
2									
3									
4	3%	3%		5%	2%		4%	3%	
5	5%	3%	33%		7%	7%	4%	5%	
6	6%	6%		5%	7%	7%	6%	6%	
7	22%	23%		21%	22%	7%	26%	22%	
8	29%	31%		32%	28%	27%	30%	29%	
9	12%	13%		16%	11%	27%	8%	12%	
10	18%	16%	67%	11%	22%	7%	22%	18%	
Mean	7.6	7.5	8.3	7.1	7.8	6.6	7.9	7.6	
Base	65	62	3	19	46	15	50	65	0

Q25: Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate your child's counseling or treatment in the last 12 months?

RATING OF COMPANY THAT HANDLED BENEFITS

The rating for the company that handled members' benefits for counseling or treatment is captured in question 30. The rating scale ranged from 0 with the worse possible counseling or treatment and 10 with the best possible counseling or treatment.

More than half of the caregivers in the total and Quest samples rated this attribute 8 points or over. About one-quarter of them rated 5 points or lower (Exhibits 56 and 58).

Compared with the counseling rating, ratings of the company that handled benefits were generally lower.

The mean ratings of company by caregivers of children with excellent/very good/good mental health were statistically higher than those of children with fair/poor mental health (8.2 and 7.7 vs. 6.1). Also, significantly higher mean rating was given by caregivers of children who visited Kauai family guidance center (7.8). For caregivers of children with no emergency service before, their mean rating was also higher than those who had emergency services before (7.5 vs. 5.7). For caregivers of children who visited Maui and Kauai family guidance centers, higher percentage of caregivers rated the company perfectly (40% and 32% respectively) (Exhibit 57).

For the Quest sample, the mean ratings of company by caregivers of children with excellent/very good/good mental health were statistically higher than those of children with fair/poor mental health (8.7 and 7.7 vs. 6.1) (Exhibit 59).

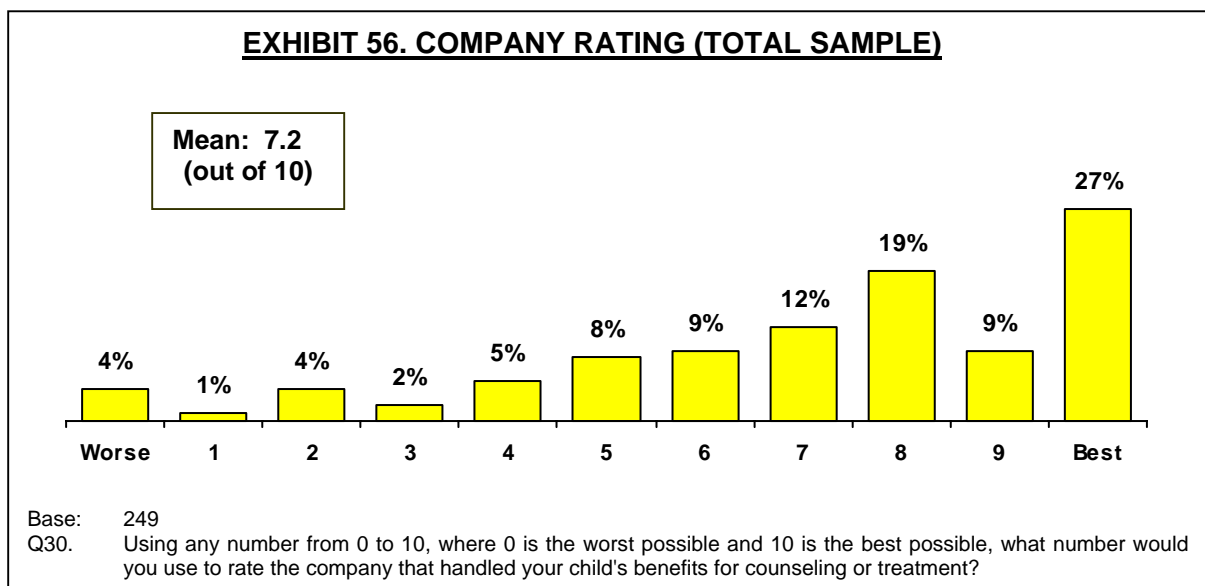


EXHIBIT 57. RATING OF COMPANY (TOTAL SAMPLE)								
	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years o older
0	4%	4%	4%	5%	2%	6%	4%	3%
1	1%	2%			2%			2%
2	4%	2%	4%	4%	2%		7%	3%
3	2%		3%	2%	2%		2%	3%
4	5%	3%	6%	3%	9%	2%	5%	6%
5	8%	13%	6%	7%	11%	6%	10%	8%
6	9%	9%	9%	9%	9%	15%	10%	6%
7	12%	15%	10%	13%	10%	21%	8%	11%
8	19%	16%	21%	19%	20%	19%	16%	22%
9	9%	6%	11%	8%	11%	8%	8%	10%
10	27%	29%	26%	30%	22%	23%	30%	27%
Mean	7.2	7.1	7.2	7.3	7.0	7.3	7.1	7.3
Base	249	89	160	158	91	48	92	109

EXHIBIT 57. RATING OF COMPANY (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra O'ahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
0	4%	1%	1%	8%	5%		5%	3%	4%	10%	3%
1	1%			2%				3%		5%	
2	4%	3%		7%	9%		5%	7%	6%		1%
3	2%	3%	1%	2%	9%			3%	4%		
4	5%	1%	3%	9%	5%	13%	11%	3%	4%	5%	3%
5	8%	7%	5%	12%	14%	19%	16%	10%	4%	15%	4%
6	9%	4%	15%	8%	14%	13%	11%	10%	8%		10%
7	12%	4%	18%	12%	9%	19%	16%	10%	13%	15%	9%
8	19%	16%	20%	19%	9%		26%	21%	17%	5%	28%
9	9%	15%	13%	2%	9%			7%	17%	5%	9%
10	27%	44%	24%	19%	18%	38%	11%	21%	25%	40%	32%
Mean	7.2	8.2	7.7	6.1	6.1	7.3	6.2	6.6	7.3	6.9	7.8
Base	249	68	79	100	22	16	19	29	53	20	90

EXHIBIT 57. RATING OF COMPANY (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
0	4%	3%	13%	4%	4%	10%	3%	3%	5%
1	1%	1%		1%	1%	5%		1%	
2	4%	3%	19%	6%	2%	10%	2%	3%	4%
3	2%	2%		4%	1%	2%	2%	2%	3%
4	5%	5%		8%	4%	10%	4%	6%	3%
5	8%	9%	6%	6%	10%	12%	8%	7%	11%
6	9%	9%	13%	4%	12%	12%	9%	11%	5%
7	12%	12%		11%	12%	2%	14%	11%	12%
8	19%	20%	13%	22%	18%	14%	20%	21%	15%
9	9%	9%	13%	9%	9%	2%	10%	6%	15%
10	27%	27%	25%	25%	28%	21%	29%	28%	26%
Mean	7.2	7.3	6.1	6.9	7.3	5.7	7.5	7.2	7.2
Base	249	233	16	79	168	42	207	176	73

Q30: Using any number from 0 to 10, where 0 is the worst possible and 10 is the best possible, what number would you use to rate the company that handled your child's benefits for counseling or treatment?

EXHIBIT 58. COMPANY RATING (QUEST SAMPLE)

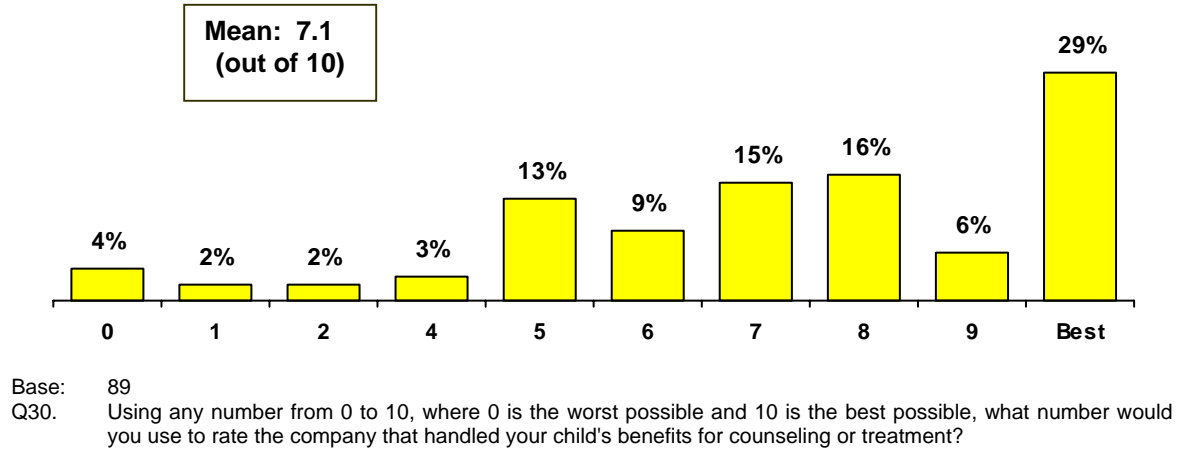


EXHIBIT 59. RATING OF COMPANY (QUEST SAMPLE)

	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
0	4%	5%	4%		7%	5%
1	2%		7%			5%
2	2%	2%	4%		7%	
3						
4	3%	3%	4%			7%
5	13%	10%	21%	11%	19%	11%
6	9%	10%	7%	22%	7%	5%
7	15%	18%	7%	33%	4%	14%
8	16%	15%	18%	6%	22%	16%
9	6%	3%	11%	6%	4%	7%
10	29%	34%	18%	22%	30%	32%
Mean	7.1	7.4	6.5	7.4	6.9	7.2
Base	89	61	28	18	27	44

EXHIBIT 59. RATING OF COMPANY (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Good	Good	Fair/ Poor	Centra O'ahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
0	4%	5%		7%				6%	3%	14%	
1	2%			4%				6%		7%	
2	2%			4%					6%		
3											
4	3%		4%	4%		14%			6%		
5	13%	10%	4%	20%	43%	14%	25%	17%	3%	14%	
6	9%		17%	9%		29%	13%	11%	6%		25%
7	15%	5%	25%	13%	14%	29%	13%	11%	13%	14%	25%
8	16%	5%	17%	20%			25%	28%	19%		25%
9	6%	10%	8%	2%	14%			6%	6%	7%	
10	29%	65%	25%	16%	29%	14%	25%	17%	35%	43%	25%
Mean	7.1	8.7	7.7	6.1	7.3	6.4	7.4	6.7	7.5	6.7	7.8
Base	89	20	24	45	7	7	8	18	31	14	4

EXHIBIT 59. RATING OF COMPANY (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
0	4%	4%	20%	7%	3%	7%	4%	3%	7%
1	2%	2%		3%	2%	13%		3%	
2	2%	1%	20%	7%			3%		7%
3									
4	3%	4%		3%	3%	7%	3%	5%	
5	13%	13%	20%	7%	17%	7%	15%	10%	21%
6	9%	10%		3%	12%	27%	5%	11%	4%
7	15%	15%		17%	14%		18%	15%	14%
8	16%	17%		21%	14%	13%	16%	21%	4%
9	6%	6%		3%	7%		7%	5%	7%
10	29%	29%	40%	28%	29%	27%	30%	26%	36%
Mean	7.1	7.2	5.4	6.8	7.2	6.1	7.3	7.2	6.9
Base	89	84	5	29	59	15	74	61	28

Q30: Using any number from 0 to 10, where 0 is the worst possible and 10 is the best possible, what number would you use to rate the company that handled your child's benefits for counseling or treatment?

PLACES TO GET COUNSELING OR TREATMENT

For the total sample, 82% of the caregivers did not go to an emergency room or crisis center to get counseling or treatment for their children in the last twelve months. This is statistically supported for children who are 12 years old or younger, children who were in excellent/very good/good mental health condition, who visited Kauai family guidance center, who did not have alcohol or drug problem, and who were not outpatients (Exhibit 60).

Twelve percent of the respondents did go to emergency room or crisis center 1 or 2 times and 6% of them went 3 or more times in the last twelve months. Thirteen percent of the children who are 17 years or older, 17% of the children with alcohol or drug problems, and 11% of the outpatients went to emergency room or crisis center once in the last twelve month

(statistically supported). Seven percent of the caregivers of children with fair/poor mental health visited emergency room or crisis center 2 times in the last twelve months (statistically significant) (Exhibit 60).

If not counting the emergency rooms or crisis centers visit, 29% of the caregivers never went to an office, clinic, or other treatment program to get counseling, treatment or medicine for their children in the past twelve months. Sixty-three percent of the children who went to Central Oahu family guidance center, 32% of those who did not have emergency service before belonged to this category (statistically significant). Forty-four percent of the children went to an office, clinic, or other treatment program 1 to 10 times in the past twelve months. Fifty percent of the non-Quest sample, 49% of the male sample, and those who visited Honolulu, Windward, Hawaii, Maui, and Kauai family guidance centers were in this category (statistically significant). Thirteen percent of the sample went 11 to 20 times; whereas 16% of children with no alcohol or drug problem belonged to this category (statistically significant). Fourteen percent of the children went 21 times or more, 21% of the children with fair/poor mental health, 20% of those who had alcohol or drug problems, and 30% of those who had emergency services before belonged to this category (Exhibit 60).

For the Quest sample, 82% of them never went to emergency room or crisis center in the last twelve months. The children with no personal or emotional problem and non-outpatients belonged to this category. Thirty-one percent of the Quest sample never went to treatment program and 35% of those who did not have emergency service before were in this category. Eighteen percent of the Quest sample went to treatment program 10 to 20 times, 24% of those who did not have alcohol or drug problem and 21% of them those who did not have emergency service before belonged to this category. Seventeen percent of the Quest sample went to treatment program 21 times or more, those who were in fair/poor mental health belonged to this category (Exhibit 61).

EXHIBIT 60. PLACES TO GET COUNSELING OR TREATMENT (TOTAL SAMPLE)								
	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years o older
VISIT EMERGENCY ROOM OR CRISIS CENTER								
None	82%	82%	82%	85%	77%	90%	86%	76%
1	8%	6%	9%	6%	13%	2%	6%	13%
2	4%	4%	4%	3%	5%	4%	4%	3%
3 or more	6%	7%	5%	6%	5%	4%	4%	8%
Base	263	94	169	169	94	51	97	115
VISIT TREATMENT PROGRAM								
None	29%	31%	27%	25%	34%	29%	28%	29%
1 to 10	44%	34%	50%	49%	35%	39%	45%	45%
11 to 20	13%	18%	11%	11%	17%	20%	11%	12%
21 or more	14%	17%	12%	14%	14%	12%	15%	14%
Base	263	94	169	169	94	51	97	115

EXHIBIT 60. PLACES TO GET COUNSELING OR TREATMENT (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Good	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
VISIT EMERGENCY ROOM OR CRISIS CENTER											
None	82%	88%	88%	73%	79%	78%	70%	79%	83%	67%	90%
1	8%	4%	8%	11%	13%	22%	10%	7%	6%	19%	4%
2	4%	3%	1%	7%			5%	10%	6%	5%	2%
3 or more	6%	5%	2%	9%	8%		15%	3%	6%	10%	4%
Base	263	73	83	105	24	18	20	29	54	21	97
VISIT TREATMENT PROGRAM											
None	29%	30%	31%	26%	63%	22%	35%	24%	28%	29%	22%
1 to 10	44%	47%	48%	39%	13%	44%	30%	45%	44%	43%	55%
11 to 20	13%	12%	12%	14%	13%	11%	10%	14%	9%	14%	16%
21 or more	14%	11%	8%	21%	13%	22%	25%	17%	19%	14%	7%
Base	263	73	83	105	24	18	20	29	54	21	97

EXHIBIT 60. PLACES TO GET COUNSELING OR TREATMENT (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
VISIT EMERGENCY ROOM OR CRISIS CENTER									
None	29%	81%	94%	75%	86%		100%	78%	93%
1	44%	9%	6%	17%	4%	47%		11%	3%
2	13%	4%		1%	4%	21%		5%	1%
3 or more	14%	6%		7%	5%	32%		7%	3%
Base	263	247	16	83	178	47	216	188	75
VISIT TREATMENT PROGRAM									
None	29%	28%	31%	33%	26%	11%	32%		100%
1 to 10	44%	44%	50%	40%	47%	53%	42%	62%	
11 to 20	13%	13%	13%	7%	16%	6%	15%	19%	
21 or more	14%	15%	6%	20%	11%	30%	11%	20%	
Base	263	247	16	83	178	47	216	188	75

Q10: In the last 12 months, how many times did you go to an emergency room or crisis center to get counseling or treatment for your child?

Q11: In the last 12 months (not counting emergency rooms or crisis centers), how many times did you go to an office, clinic, or other treatment program to get counseling, treatment or medicine for your child?

EXHIBIT 61. PLACES TO GET COUNSELING OR TREATMENT (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
VISIT EMERGENCY ROOM OR CRISIS CENTER						
None	82%	83%	79%	83%	89%	77%
1	6%	8%	3%	6%	7%	6%
2	4%	2%	10%	6%	4%	4%
3 or more	7%	8%	7%	6%		13%
Base	94	65	29	18	28	48
VISIT TREATMENT PROGRAM						
None	31%	29%	34%	28%	36%	29%
1 to 10	34%	38%	24%	39%	32%	33%
11 to 20	18%	17%	21%	22%	18%	17%
21 or more	17%	15%	21%	11%	14%	21%
Base	94	65	29	18	28	48

EXHIBIT 61. PLACES TO GET COUNSELING OR TREATMENT (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent /very Goo	Good	Fair/ Poor	Centra Oahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
VISIT EMERGENCY ROOM OR CRISIS CENTER											
None	82%	91%	88%	74%	88%	88%	67%	89%	81%	80%	75%
1	6%		8%	9%		13%	22%		6%	7%	
2	4%		4%	6%				6%	6%	7%	
3 or more	7%	9%		11%	13%		11%	6%	6%	7%	25%
Base	94	23	24	47	8	8	9	18	32	15	4
VISIT TREATMENT PROGRAM											
None	31%	43%	29%	26%	50%	25%	11%	33%	28%	40%	25%
1 to 10	34%	30%	46%	30%	13%	38%	67%	28%	34%	33%	25%
11 to 20	18%	17%	17%	19%	25%	25%	22%	17%	13%	13%	50%
21 or more	17%	9%	8%	26%	13%	13%		22%	25%	13%	
Base	94	23	24	47	8	8	9	18	32	15	4

EXHIBIT 61. PLACES TO GET COUNSELING OR TREATMENT (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
VISIT EMERGENCY ROOM OR CRISIS CENTER									
None	82%	81%	100%	71%	87%		100%	77%	93%
1	6%	7%		13%	3%	35%		9%	
2	4%	4%		3%	5%	24%		5%	3%
3 or more	7%	8%		13%	5%	41%		9%	3%
Base	94	89	5	31	62	17	77	65	29
VISIT TREATMENT PROGRAM									
None	31%	30%	40%	39%	26%	12%	35%		100%
1 to 10	34%	34%	40%	35%	34%	53%	30%	49%	
11 to 20	18%	19%		6%	24%	6%	21%	26%	
21 or more	17%	17%	20%	19%	16%	29%	14%	25%	
Base	94	89	5	31	62	17	77	65	29

Q10: In the last 12 months, how many times did you go to an emergency room or crisis center to get counseling or treatment for your child?

Q11: In the last 12 months (not counting emergency rooms or crisis centers), how many times did you go to an office, clinic, or other treatment program to get counseling, treatment or medicine for your child?

PRESCRIPTION MEDICINES

For both total and Quest samples, over 80% of them took prescription medicines as part of their treatment. About 90% of them were told the side effects of those medicines. Sample who are females were statistically more likely to take prescription medicines than males. Younger children were more likely to take prescription drugs, but this was not statistically significant. For the total sample, children except for those who visited Honolulu family guidance center were statistically more likely to take prescription medicines (Exhibits 62 and 63).

EXHIBIT 62. PRESCRIPTION MEDICINE (TOTAL SAMPLE)								
	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years or older
PRESCRIPTION MEDICINE								
Yes	84%	83%	84%	79%	92%	86%	87%	79%
No	16%	17%	16%	21%	8%	14%	13%	21%
Base	188	65	123	126	62	36	70	82
SIDE EFFECTS								
Yes	89%	94%	85%	87%	91%	87%	92%	86%
No	11%	6%	14%	13%	7%	13%	7%	14%
Base	157	54	103	100	57	31	61	65

EXHIBIT 62. PRESCRIPTION MEDICINE (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent /very Goo	Good	Fair/ Poor	Centra O'ahu	Hono-lulu	Lee-ward	Wind-ward	Hawai	Maui	Kauai
PRESCRIPTION MEDICINE											
Yes	84%	84%	77%	87%	89%	50%	100%	86%	90%	87%	82%
No	16%	16%	23%	13%	11%	50%		14%	10%	13%	18%
Base	188	51	57	78	9	14	13	22	39	15	76
SIDE EFFECTS											
Yes	89%	93%	89%	85%	88%	86%	92%	89%	83%	85%	92%
No	11%	5%	11%	15%	13%	14%	8%	11%	17%	15%	6%
Base	157	43	44	68	8	7	13	19	35	13	62

EXHIBIT 62. PRESCRIPTION MEDICINE (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
PRESCRIPTION MEDICINE									
Yes	84%	84%	73%	75%	87%	86%	83%	84%	
No	16%	16%	27%	25%	13%	14%	17%	16%	
Base	188	177	11	56	131	42	146	188	0
SIDE EFFECTS									
Yes	89%	89%	75%	88%	89%	86%	89%	89%	
No	11%	10%	25%	12%	11%	14%	10%	11%	
Base	157	149	8	42	114	36	121	157	0

Q17: In the last 12 months, did your child take any prescription medicines as part of your treatment?

Q18: In the last 12 months, were you told what side effects of those medicines to watch for?

EXHIBIT 63. PRESCRIPTION MEDICINE (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
PRESCRIPTION MEDICINE						
Yes	83%	78%	95%	92%	89%	76%
No	17%	22%	5%	8%	11%	24%
Base	65	46	19	13	18	34
SIDE EFFECTS						
Yes	94%	94%	94%	100%	100%	88%
No	6%	6%	6%			12%
Base	54	36	18	12	16	26

EXHIBIT 63. PRESCRIPTION MEDICINE (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra O'ahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
PRESCRIPTION MEDICINE											
Yes	83%	85%	76%	86%	75%	50%	100%	83%	91%	78%	67%
No	17%	15%	24%	14%	25%	50%		17%	9%	22%	33%
Base	65	13	17	35	4	6	8	12	23	9	3
SIDE EFFECTS											
Yes	94%	100%	85%	97%	100%	100%	100%	100%	95%	71%	100%
No	6%		15%	3%					5%	29%	
Base	54	11	13	30	3	3	8	10	21	7	2

EXHIBIT 63. PRESCRIPTION MEDICINE (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
PRESCRIPTION MEDICINE									
Yes	83%	84%	67%	74%	87%	87%	82%	83%	
No	17%	16%	33%	26%	13%	13%	18%	17%	
Base	65	62	3	19	46	15	50	65	0
SIDE EFFECTS									
Yes	94%	94%	100%	93%	95%	85%	98%	94%	
No	6%	6%		7%	5%	15%	2%	6%	
Base	54	52	2	14	40	13	41	54	0

Q17: In the last 12 months, did your child take any prescription medicines as part of your treatment?

Q18: In the last 12 months, were you told what side effects of those medicines to watch for?

REASONS FOR COUNSELING OR TREATMENT

For both total sample and Quest samples, more than 90% of them were involved in counseling or treatment for personal problems, family problems, emotional illness, or mental illness. About one-third of them were counseled or treated for help with alcohol use or drug use (Exhibits 64 and 66). All of the children who went to Honolulu family guidance center and all of the Quest sample who had emergency services before were counseled or treated for personal or family problems, or emotional or mental illness (statistically significant) (Exhibits 65 and 67).

For both total sample and Quest samples, older children were statistically more likely to be counseled or treated for help with alcohol or drug use. For the total sample that visited Central Oahu, Honolulu, Hawaii, and Maui family guidance centers and those who had emergency services before, were statistically more likely to be treated with alcohol or drug use (Exhibits 65 and 67).

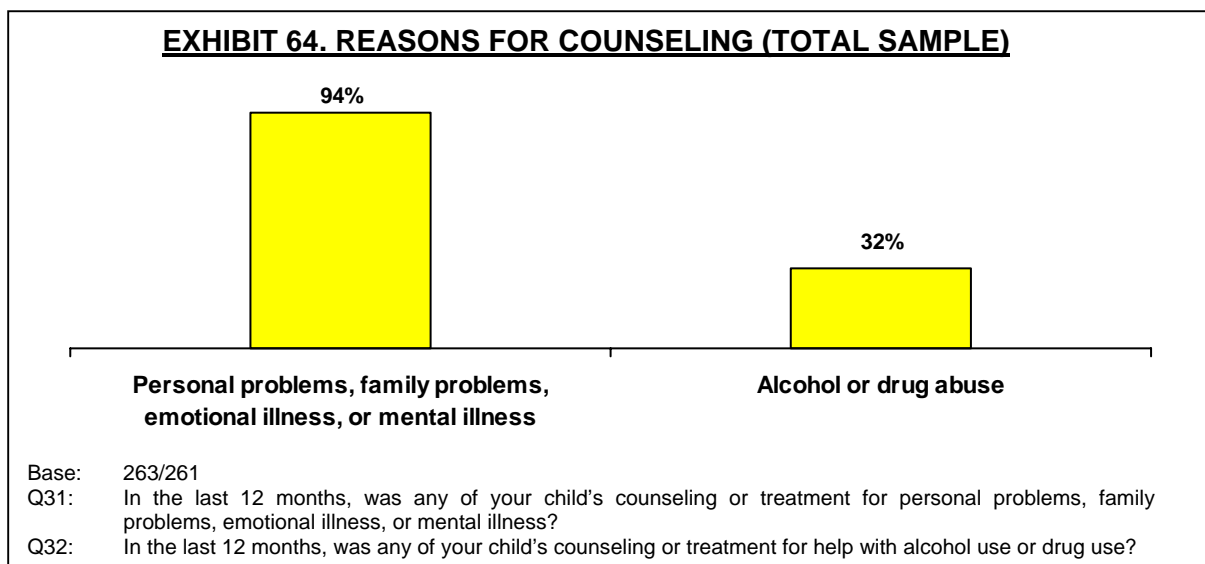


EXHIBIT 65. REASONS FOR COUNSELING TREATMENT (TOTAL SAMPLE)								
	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years o lder
PERSONAL PROBLEMS								
Yes	94%	95%	93%	92%	97%	92%	94%	95%
No	6%	5%	7%	8%	3%	8%	6%	5%
Base	263	94	169	169	94	51	97	115
SUBSTANCE ABUSE								
Yes	32%	33%	31%	32%	32%	2%	28%	48%
No	68%	67%	69%	68%	68%	98%	72%	52%
Base	261	93	168	167	94	51	96	114

EXHIBIT 65. REASONS FOR COUNSELING TREATMENT (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra O'ahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
PERSONAL PROBLEMS											
Yes	94%	95%	94%	93%	92%	100%	95%	97%	94%	90%	93%
No	6%	5%	6%	7%	8%		5%	3%	6%	10%	7%
Base	263	73	83	105	24	18	20	29	54	21	97
SUBSTANCE ABUSE											
Yes	32%	31%	31%	32%	46%	61%	32%	17%	43%	43%	19%
No	68%	69%	69%	68%	54%	39%	68%	83%	57%	57%	81%
Base	261	71	83	105	24	18	19	29	53	21	97

EXHIBIT 65. REASONS FOR COUNSELING TREATMENT (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
PERSONAL PROBLEMS									
Yes	94%	100%		93%	94%	98%	93%	94%	93%
No	6%		100%	7%	6%	2%	7%	6%	7%
Base	263	247	16	83	178	47	216	188	75
SUBSTANCE ABUSE									
Yes	32%	31%	38%	100%		46%	29%	30%	36%
No	68%	69%	63%		100%	54%	71%	70%	64%
Base	261	245	16	83	178	46	215	187	74

Q31: In the last 12 months, was any of your child's counseling or treatment for personal problems, family problems, emotional illness, or mental illness?

Q32: In the last 12 months, was any of your child's counseling or treatment for help with alcohol use or drug use?

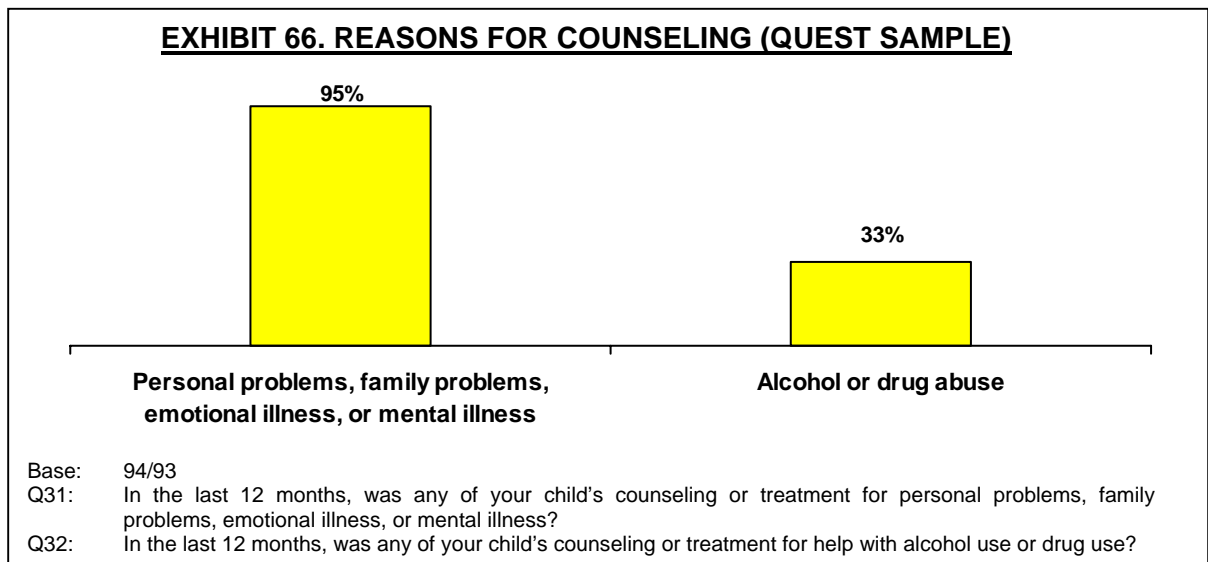


EXHIBIT 67. REASONS FOR COUNSELING TREATMENT (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
PERSONAL PROBLEMS						
Yes	95%	95%	93%	100%	89%	96%
No	5%	5%	7%		11%	4%
Base	94	65	29	18	28	48
SUBSTANCE ABUSE						
Yes	33%	31%	38%	6%	25%	49%
No	67%	69%	62%	94%	75%	51%
Base	93	64	29	18	28	47

EXHIBIT 67. REASONS FOR COUNSELING TREATMENT (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra O'ahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
PERSONAL PROBLEMS											
Yes	95%	91%	100%	94%	100%	100%	89%	100%	94%	87%	100%
No	5%	9%		6%			11%		6%	13%	
Base	94	23	24	47	8	8	9	18	32	15	4
SUBSTANCE ABUSE											
Yes	33%	27%	38%	34%	50%	50%	22%	17%	39%	33%	25%
No	67%	73%	63%	66%	50%	50%	78%	83%	61%	67%	75%
Base	93	22	24	47	8	8	9	18	31	15	4

EXHIBIT 67. REASONS FOR COUNSELING TREATMENT (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
PERSONAL PROBLEMS									
Yes	95%	100%		90%	97%	100%	94%	95%	93%
No	5%		100%	10%	3%		6%	5%	7%
Base	94	89	5	31	62	17	77	65	29
SUBSTANCE ABUSE									
Yes	33%	32%	60%	100%		53%	29%	29%	43%
No	67%	68%	40%		100%	47%	71%	71%	57%
Base	93	88	5	31	62	17	76	65	28

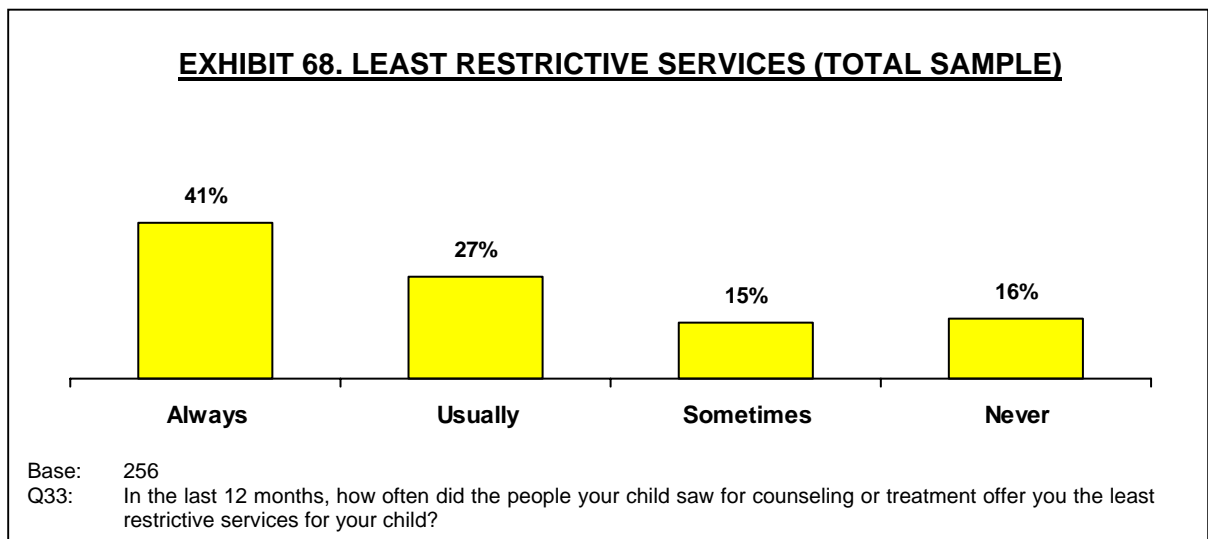
Q31: In the last 12 months, was any of your child's counseling or treatment for personal problems, family problems, emotional illness, or mental illness?

Q32: In the last 12 months, was any of your child's counseling or treatment for help with alcohol use or drug use?

LEAST RESTRICTIVE SERVICE

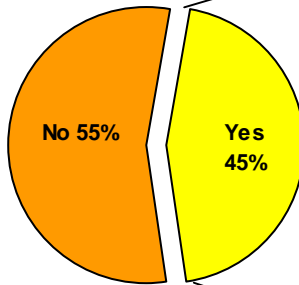
About 40% of caregivers were always offered the least restrictive services and 16% of them were never offered the least restrictive services (Exhibits 68 and 71). About 45% of the caregivers had considered services that involved removing their children from home and even more for the Quest sample (58%, statistically significant). This happened more often for children who are older (statistically significant for total sample) and in fair/poor mental health (statistically significant for both total and Quest samples). For the total sample, caregivers of children who visited Central Oahu, Honolulu, Leeward, Windward, Hawaii, and Maui family guidance centers had considered removing their children from home (statistically significant). This happened statistically more often for children who had alcohol or drug problems (total sample) and those who had emergency services before (total and Quest samples) (Exhibits 70 and 73).

For those caregivers who considered removing their children from home, 32% of them always tried the services that involved removing their children from home (35% for the Quest sample, not statistically different from the total sample) (Exhibits 69 and 72).

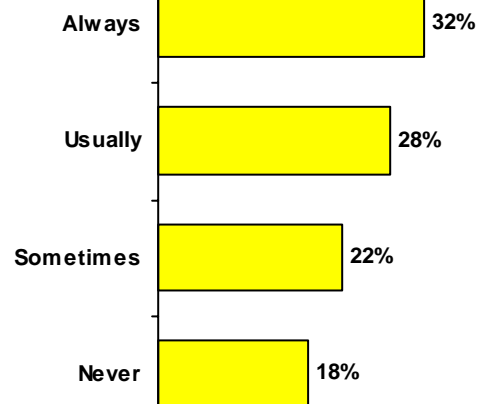


**EXHIBIT 69. CONSIDERED REMOVING CHILD FROM HOME AND
TRIED REMOVING CHILD FROM HOME (TOTAL SAMPLE)**

**CONSIDERED REMOVING
CHILD FROM HOME**



TRIED REMOVING CHILD FROM HOME



Base: 260/112

Q34: In the last 12 months, have you considered services that involved removing your child from home?

Q35: In the last 12 months, when you considered services that involved removing your child from home, how often were services tried while your child lived at home?

EXHIBIT 70. LEAST RESTRICTIVE SERVICES (TOTAL SAMPLE)

EXHIBIT 70. LEAST RESTRICTIVE SERVICES (TOTAL SAMPLE)								
	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years o older
OFFERED LEAST RESTRICTIVE SERVICES								
Always	41%	40%	41%	41%	41%	46%	38%	41%
Usually	27%	28%	27%	29%	24%	24%	31%	26%
Sometimes	15%	15%	15%	14%	18%	12%	11%	21%
Never	16%	16%	16%	17%	16%	18%	20%	13%
Base	256	92	164	162	94	50	94	112
CONSIDERED REMOVING CHILD FROM HOME								
Yes	45%	58%	38%	44%	47%	24%	44%	55%
No	55%	42%	62%	56%	53%	76%	56%	45%
Base	260	92	168	166	94	50	97	113
TRIED REMOVING CHILD FROM HOME								
Always	32%	35%	30%	37%	24%	18%	35%	33%
Usually	28%	27%	28%	24%	33%	27%	28%	28%
Sometimes	22%	27%	18%	20%	26%	36%	23%	20%
Never	18%	12%	23%	19%	17%	18%	15%	20%
Base	112	52	60	70	42	11	40	61

EXHIBIT 70. LEAST RESTRICTIVE SERVICES (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
OFFERED LEAST RESTRICTIVE SERVICES											
Always	41%	57%	36%	35%	33%	59%	39%	41%	22%	45%	50%
Usually	27%	19%	29%	31%	33%	29%	39%	31%	30%	20%	22%
Sometimes	15%	7%	22%	16%	21%	12%	11%	10%	20%	20%	13%
Never	16%	17%	13%	18%	13%		11%	17%	28%	15%	15%
Base	256	69	83	103	24	17	18	29	54	20	94
CONSIDERED REMOVING CHILD FROM HOME											
Yes	45%	38%	35%	57%	63%	56%	65%	59%	60%	62%	19%
No	55%	62%	65%	43%	38%	44%	35%	41%	40%	38%	81%
Base	260	71	82	105	24	18	20	29	52	21	96
TRIED REMOVING CHILD FROM HOME											
Always	32%	50%	21%	29%	27%	50%	50%	35%	29%	8%	35%
Usually	28%	13%	41%	28%	40%	25%	25%	18%	26%	42%	24%
Sometimes	22%	29%	17%	22%	13%	13%	25%	24%	29%	33%	12%
Never	18%	8%	21%	21%	20%	13%		24%	16%	17%	29%
Base	112	24	29	58	15	8	12	17	31	12	17

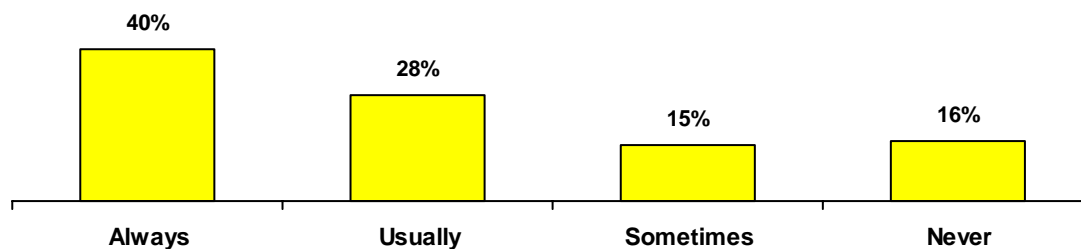
EXHIBIT 70. LEAST RESTRICTIVE SERVICES (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
OFFERED LEAST RESTRICTIVE SERVICES									
Always	41%	41%	38%	32%	46%	30%	44%	43%	37%
Usually	27%	27%	31%	35%	24%	32%	26%	27%	29%
Sometimes	15%	15%	13%	20%	13%	23%	13%	15%	15%
Never	16%	16%	19%	14%	17%	15%	17%	15%	19%
Base	256	240	16	81	173	47	209	183	73
CONSIDERED REMOVING CHILD FROM HOME									
Yes	45%	46%	31%	71%	34%	65%	41%	44%	47%
No	55%	54%	69%	29%	66%	35%	59%	56%	53%
Base	260	244	16	82	176	46	214	186	74
TRIED REMOVING CHILD FROM HOME									
Always	32%	32%	40%	22%	42%	21%	36%	40%	15%
Usually	28%	27%	40%	33%	23%	31%	27%	22%	41%
Sometimes	22%	22%	20%	24%	21%	34%	18%	19%	29%
Never	18%	19%		22%	14%	14%	19%	19%	15%
Base	112	107	5	55	57	29	83	78	34

Q33: In the last 12 months, how often did the people your child saw for counseling or treatment offer you the least restrictive services for your child?

Q34: In the last 12 months, have you considered services that involved removing your child from home?

Q35: In the last 12 months, when you considered services that involved removing your child from home, how often were services tried while your child lived at home?

EXHIBIT 71. LEAST RESTRICTIVE SERVICES (QUEST SAMPLE)

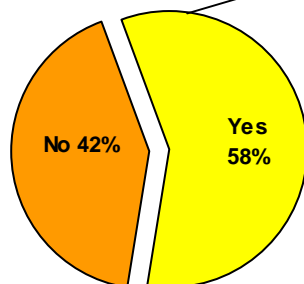


Base: 92

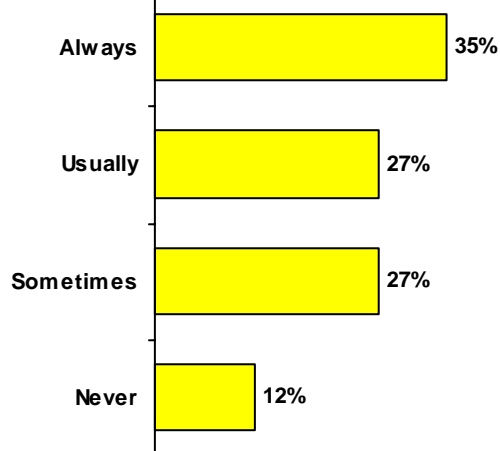
Q33: In the last 12 months, how often did the people your child saw for counseling or treatment offer you the least restrictive services for your child?

EXHIBIT 72. CONSIDERED REMOVING CHILD FROM HOME AND TRIED REMOVING CHILD FROM HOME (QUEST SAMPLE)

CONSIDERED REMOVING CHILD FROM HOME



TRIED REMOVING CHILD FROM HOME



Base: 92/52

Q34: In the last 12 months, have you considered services that involved removing your child from home?

Q35: In the last 12 months, when you considered services that involved removing your child from home, how often were services tried while your child lived at home?

EXHIBIT 73. LEAST RESTRICTIVE SERVICES (QUEST SAMPLE)						
	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
OFFERED LEAST RESTRICTIVE SERVICES						
Always	40%	40%	41%	39%	42%	40%
Usually	28%	25%	34%	33%	35%	23%
Sometimes	15%	17%	10%	11%	12%	19%
Never	16%	17%	14%	17%	12%	19%
Base	92	63	29	18	26	48
CONSIDERED REMOVING CHILD FROM HOME						
Yes	58%	52%	69%	44%	64%	59%
No	42%	48%	31%	56%	36%	41%
Base	92	63	29	18	28	46
TRIED REMOVING CHILD FROM HOME						
Always	35%	38%	30%	25%	41%	33%
Usually	27%	19%	40%	25%	24%	30%
Sometimes	27%	28%	25%	38%	24%	26%
Never	12%	16%	5%	13%	12%	11%
Base	52	32	20	8	17	27

EXHIBIT 73. LEAST RESTRICTIVE SERVICES (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
OFFERED LEAST RESTRICTIVE SERVICES											
Always	40%	64%	38%	30%	50%	50%	50%	56%	16%	57%	50%
Usually	28%	14%	33%	33%	38%	38%	38%	22%	28%	14%	50%
Sometimes	15%	9%	21%	15%	13%	13%	13%	6%	25%	14%	
Never	16%	14%	8%	22%				17%	31%	14%	
Base	92	22	24	46	8	8	8	18	32	14	4
CONSIDERED REMOVING CHILD FROM HOME											
Yes	58%	55%	39%	68%	63%	38%	78%	50%	63%	53%	50%
No	42%	45%	61%	32%	38%	63%	22%	50%	37%	47%	50%
Base	92	22	23	47	8	8	9	18	30	15	4
TRIED REMOVING CHILD FROM HOME											
Always	35%	36%	33%	34%	20%	67%	86%	33%	21%	14%	50%
Usually	27%	18%	33%	28%	60%		14%	22%	32%	29%	
Sometimes	27%	45%		28%	20%	33%		33%	32%	29%	50%
Never	12%		33%	9%				11%	16%	29%	
Base	52	11	9	32	5	3	7	9	19	7	2

EXHIBIT 73. LEAST RESTRICTIVE SERVICES (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
OFFERED LEAST RESTRICTIVE SERVICES									
Always	40%	41%	20%	19%	52%	24%	44%	39%	43%
Usually	28%	29%	20%	42%	22%	47%	24%	33%	18%
Sometimes	15%	14%	40%	23%	12%	18%	15%	16%	14%
Never	16%	16%	20%	16%	15%	12%	17%	13%	25%
Base	92	87	5	31	60	17	75	64	28
CONSIDERED REMOVING CHILD FROM HOME									
Yes	58%	59%	40%	63%	56%	81%	53%	59%	55%
No	42%	41%	60%	37%	44%	19%	47%	41%	45%
Base	92	87	5	30	61	16	76	63	29
TRIED REMOVING CHILD FROM HOME									
Always	35%	34%	50%	16%	45%	31%	36%	42%	19%
Usually	27%	26%	50%	37%	21%	23%	28%	25%	31%
Sometimes	27%	28%		32%	24%	38%	23%	19%	44%
Never	12%	12%		16%	9%	8%	13%	14%	6%
Base	52	50	2	19	33	13	39	36	16

Q33: In the last 12 months, how often did the people your child saw for counseling or treatment offer you the least restrictive services for your child?

Q34: In the last 12 months, have you considered services that involved removing your child from home?

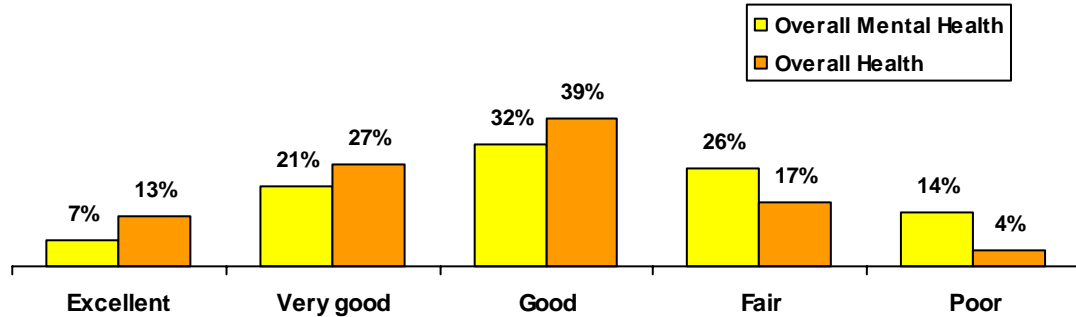
Q35: In the last 12 months, when you considered services that involved removing your child from home, how often were services tried while your child lived at home?

HEALTH STATUS

In general, children were in excellent/very good/good mental health (60%), less for Quest sample (50%), but the difference was not statistically significant. About 80% of the children were in excellent/very good/good overall health and 71% for the Quest sample, but the difference was not statistically significant (Exhibits 74 and 76).

Males in general were in better mental and overall health than females, but the differences were not significant (except for the Quest female children with poor mental health). Members in better overall health were in general better in mental health (statistically supported). For the total sample, older children were statistically more in excellent/very good mental health than younger ones. Children who visited Central Oahu and Leeward family guidance centers were significantly more in poor mental health than those who visited other centers. Statistically more of children who had emergency services before were poorer in mental and overall health, whereas statistically more of children who did not had emergency service before were in excellent mental and overall health. Children who did not have personal or emotional problem were statistically more in excellent overall health (Exhibits 75 and 77).

EXHIBIT 74. OVERALL HEALTH (TOTAL SAMPLE)



Base: 261/260

Q36: In general, how would you rate your child's overall mental health?

Q37: In general, how would you rate your child's overall health now?

EXHIBIT 75. OVERALL HEALTH (TOTAL SAMPLE)

EXHIBIT 75. OVERALL HEALTH (TOTAL SAMPLE)								
	Total	Quest	Non- Ques	Child's Gender		Child's Age		
				Male	Female	< 12 years	13 to 16 years	17 years o older
OVERALL MENTAL HEALTH								
Excellent	7%	4%	8%	8%	5%	2%	11%	5%
Very good	21%	20%	22%	21%	21%	18%	15%	27%
Good	32%	26%	35%	34%	29%	41%	29%	30%
Fair	26%	32%	23%	24%	30%	27%	29%	23%
Poor	14%	18%	12%	14%	15%	12%	15%	14%
Base	261	94	167	167	94	51	97	113
OVERALL HEALTH								
Excellent	13%	10%	15%	15%	10%	20%	11%	12%
Very good	27%	23%	30%	27%	28%	32%	29%	24%
Good	39%	38%	40%	40%	37%	34%	37%	43%
Fair	17%	24%	12%	14%	21%	12%	21%	15%
Poor	4%	4%	4%	4%	4%	2%	2%	6%
Base	260	94	166	166	94	50	97	113

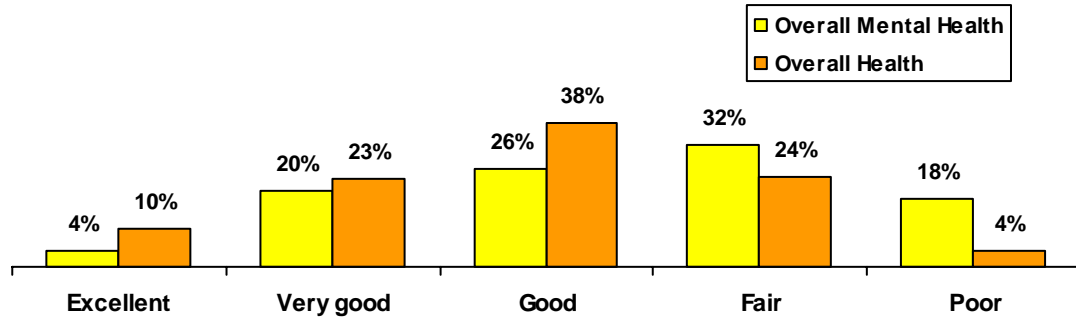
EXHIBIT 75. OVERALL HEALTH (TOTAL SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
OVERALL MENTAL HEALTH											
Excellent	7%	25%			21%	17%			4%	5%	7%
Very good	21%	75%			4%	22%	15%	14%	24%	24%	26%
Good	32%		100%		33%	33%	15%	24%	35%	29%	36%
Fair	26%			65%	13%	11%	40%	48%	22%	29%	24%
Poor	14%			35%	29%	17%	30%	14%	15%	14%	6%
Base	261	73	83	105	24	18	20	29	54	21	95
OVERALL HEALTH											
Excellent	13%	27%	10%	6%	17%	22%	5%	3%	11%	14%	16%
Very good	27%	52%	28%	10%	13%	33%	5%	21%	37%	14%	34%
Good	39%	15%	56%	42%	38%	44%	60%	38%	28%	48%	39%
Fair	17%	3%	6%	35%	21%		20%	28%	22%	19%	11%
Poor	4%	3%		8%	13%		10%	10%	2%	5%	
Base	260	73	82	104	24	18	20	29	54	21	94

EXHIBIT 75. OVERALL HEALTH (TOTAL SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
OVERALL MENTAL HEALTH									
Excellent	7%	6%	19%	5%	8%	2%	8%	5%	12%
Very good	21%	22%	6%	22%	20%	17%	22%	23%	17%
Good	32%	32%	31%	32%	32%	21%	34%	31%	35%
Fair	26%	26%	25%	23%	28%	30%	25%	28%	21%
Poor	14%	14%	19%	18%	12%	30%	11%	14%	15%
Base	261	245	16	82	177	47	214	186	75
OVERALL HEALTH									
Excellent	13%	11%	40%	8%	15%	4%	15%	14%	11%
Very good	27%	29%	7%	28%	27%	23%	28%	30%	21%
Good	39%	40%	20%	39%	39%	38%	39%	38%	41%
Fair	17%	16%	27%	18%	16%	21%	15%	15%	20%
Poor	4%	4%	7%	7%	2%	13%	2%	3%	7%
Base	260	245	15	83	175	47	213	185	75

Q36: In general, how would you rate your child's overall mental health now?

Q37: In general, how would you rate your child's overall health now?

EXHIBIT 76. OVERALL HEALTH (QUEST SAMPLE)



Base: 94/94

Q36: In general, how would you rate your child's overall mental health?

Q37: In general, how would you rate your child's overall health now?

EXHIBIT 77. OVERALL HEALTH (QUEST SAMPLE)

	Total	Child's Gender		Child's Age		
		Male	Female	< 12 years	13 to 16 years	17 years or older
OVERALL MENTAL HEALTH						
Excellent	4%	6%			7%	4%
Very good	20%	23%	14%	17%	18%	23%
Good	26%	29%	17%	33%	14%	29%
Fair	32%	29%	38%	28%	43%	27%
Poor	18%	12%	31%	22%	18%	17%
Base	94	65	29	18	28	48
OVERALL HEALTH						
Excellent	10%	11%	7%	11%	4%	13%
Very good	23%	28%	14%	39%	29%	15%
Good	38%	37%	41%	22%	39%	44%
Fair	24%	23%	28%	28%	29%	21%
Poor	4%	2%	10%			8%
Base	94	65	29	18	28	48

EXHIBIT 77. OVERALL HEALTH (QUEST SAMPLE)											
	Total	Child's Mental Health			Family Guidance Center						
		Excellent Very Goo	Good	Fair/ Poor	Centra Oahu	Hono- lulu	Lee- ward	Wind- ward	Hawai	Maui	Kauai
OVERALL MENTAL HEALTH											
Excellent	4%	17%			13%	13%			3%	7%	
Very good	20%	83%				13%	22%	11%	25%	33%	25%
Good	26%		100%		25%	50%		28%	31%	20%	
Fair	32%			64%	38%		56%	50%	19%	27%	75%
Poor	18%			36%	25%	25%	22%	11%	22%	13%	
Base	94	23	24	47	8	8	9	18	32	15	4
OVERALL HEALTH											
Excellent	10%	30%	8%		13%	13%	11%		13%	13%	
Very good	23%	43%	21%	15%		38%	11%	17%	31%	20%	50%
Good	38%	22%	63%	34%	38%	50%	67%	44%	25%	47%	
Fair	24%	4%	8%	43%	38%		11%	28%	31%	13%	50%
Poor	4%			9%	13%			11%		7%	
Base	94	23	24	47	8	8	9	18	32	15	4

EXHIBIT 77. OVERALL HEALTH (QUEST SAMPLE)									
	Total	Primary Problem				Service Category			
		Personal/ Emotional		Alcohol/Drug		Emergency		Outpatient	
		Yes	No	Yes	No	Yes	No	Yes	No
OVERALL MENTAL HEALTH									
Excellent	4%	3%	20%	3%	5%		5%	3%	7%
Very good	20%	20%	20%	16%	21%	12%	22%	17%	28%
Good	26%	27%		29%	24%	18%	27%	26%	24%
Fair	32%	33%	20%	29%	34%	35%	31%	34%	28%
Poor	18%	17%	40%	23%	16%	35%	14%	20%	14%
Base	94	89	5	31	62	17	77	65	29
OVERALL HEALTH									
Excellent	10%	8%	40%	10%	8%		12%	8%	14%
Very good	23%	25%		23%	24%	18%	25%	26%	17%
Good	38%	39%	20%	35%	40%	41%	38%	38%	38%
Fair	24%	25%	20%	26%	24%	29%	23%	25%	24%
Poor	4%	3%	20%	6%	3%	12%	3%	3%	7%
Base	94	89	5	31	62	17	77	65	29

Q36: In general, how would you rate your child's overall mental health now?

Q37: In general, how would you rate your child's overall health now?

ABOUT MEMBERS

36% of the enrollees are Quest members.

64% of the enrollees are males and 69% of the Quest enrollees are males.

The mean age of the enrollees is 15.3 years old. Less than one-third of them are 18 years or older (29%). About 67% of the enrollees are between 15 years old or older for both total and Quest enrollees.

	TOTAL	QUEST	NON-QUEST
GENDER OF CHILD			
Male	64%	69%	62%
Female	36%	31%	38%
PLAN			
Quest	36%		
Non-Quest	64%		
AGE OF CHILD			
10 years or younger	9%	9%	9%
11 years	6%	5%	6%
12 years	5%	5%	5%
13 years	7%	10%	6%
14 years	6%	4%	7%
15 years	10%	6%	12%
16 years	13%	10%	15%
17 years	15%	19%	12%
18 years or older	29%	32%	27%
Mean Age	15.3	15.4	15.2
Base	263	94	169

PROFILE OF CAREGIVERS WHO COMPLETED THE SURVEY

About 62% of the caregivers who completed the survey are between 35 to 54 years old. Eighteen percent of them are 34 years old or younger and 12% of them are 55 years old or older. About 79% of them are females. Sixty-one percent of them have completed high school or some college or 2-year degree. Eighteen percent of them are at least college graduate.

Fourteen percent of them are Hispanic or Latino origin or descent and 15% for the Quest sample. About 37% of the respondents are White, 33% are native Hawaiian or Pacific Islander, and 25% are Asian. For Quest member, there are relatively more native Hawaiian or Pacific Islander (39%), 33% are White and 31% are Asian. Note that because multiple answers are allowed for the race question, therefore the sum of all the ethnic groups are more than 100%.

Sixty-three percent of the caregivers completed the survey by themselves. For those who needed assistance in completing the survey (9%), 54% were helped by someone answering

the questions for them, 38% were helped by reading the questions to them, 29% were helped by writing down the answers they gave, and 13% were help by translating the questions into their language.

PROFILE FOR CAREGIVERS WHO COMPLETED THE SURVEY			
	TOTAL	QUEST	NON-QUEST
AGE			
18 to 24	7%	12%	5%
25 to 34	11%	9%	13%
35 to 44	33%	27%	37%
45 to 54	29%	33%	27%
55 to 64	10%	12%	8%
65 to 74	2%	3%	2%
No answer	7%	5%	8%
GENDER			
Male	20%	18%	21%
Female	79%	81%	78%
No answer	1%	1%	1%
EDUCATION			
8th grade or less	2%	1%	3%
Some high school, but did not graduate	14%	19%	11%
High school graduate or GED	28%	24%	30%
Some college or 2-year degree	33%	30%	34%
4-year college graduate	7%	5%	8%
More than 4-year college degree	11%	13%	9%
No answer	6%	7%	5%
HISPANIC OR LATINO ORIGIN OR DESCENT			
Yes, Hispanic or Latino	14%	15%	13%
No, not Hispanic or Latino	85%	84%	85%
No answer	2%	1%	2%
RACE			
White	37%	33%	39%
Native Hawaiian or Pacific Islander	33%	39%	30%
Asian	25%	31%	21%
Other	15%	14%	16%
American Indian or Alaska Native	5%	5%	5%
Black or African American	1%		1%
No answer	3%	3%	3%
ASSISTANCE IN COMPLETING SURVEY			
Yes	9%	9%	9%
No	63%	70%	60%
No answer	27%	21%	31%
METHOD OF ASSISTANCE IN COMPLETING SURVEY			
Mail Survey	100%	100%	100%
Answered the questions for me	54%	50%	56%
Read the questions to me	38%	63%	25%
Wrote down the answers I gave	29%	38%	25%
Translated the question into my language	13%	13%	13%
Helped in some other way	8%		13%
Total	24	8	16
Base	263	94	169

Due to the large percentage of sample reported that they belong to Hispanic or Latino (14%), a cross tabulation of the ethnic groups and people who answered whether they belong to Hispanic or Latino is shown below. For those who identified themselves as Hispanic or Latino, 31% of them also identified themselves as Native Hawaiian or Pacific Islander, 22% identified themselves as White, 22% identified as Asian, and 19% identified as American Indian or Alaska Native.

	TOTAL	HISPANIC OR LATINO	NOT HISPANIC OR LATINO
White	37%	22%	40%
Native Hawaiian or Pacific Islander	33%	31%	34%
Asian	25%	22%	26%
Other	15%	36%	12%
American Indian or Alaska Native	5%	19%	3%
Black or African American	1%	0%	1%
No answer	3%	6%	1%
Base	263	36	223

APPENDIX

APPENDIX 1a. SUMMARY OF CHILD CONSUMER SURVEY RESULTS:			
	Number of Positive Responses	Responses	Confidence Interval*
Positive Rating about Access	206	262	76%-81%
Positive Rating about General Satisfaction	203	259	75-82
Positive Rating about Counseling or Treatment	151	186	78-85
Positive Rating about Company	190	249	73-80
Positive Rating about Outcomes	156	261	57-62
Positive Rating about Treatment Planning	95	188	49-52
*95% confidence intervals.			

APPENDIX 1a. SUMMARY OF CHILD CONSUMER SURVEY RESULTS:				
	Number of Positive Responses (Quest)	Responses (Quest)	Number of Positive Responses (Non-Quest)	Responses (Non-Quest)
Positive Rating about Access	73	93	133	169
Positive Rating about General Satisfaction	74	93	129	166
Positive Rating about Counseling or Treatment	57	65	94	121
Positive Rating about Company	66	89	124	160
Positive Rating about Outcomes	47	94	109	167
Positive Rating about Treatment Planning	31	65	64	123

APPENDIX 1b. CONSUMER EVALUATION OF CARE BY CONSUMER CHARACTERISTICS						
Indicators	TOTAL (# Positive)	TOTAL (Responses)	White (# Positive)	White (Responses)	Black or African American (# Positive)	Black or African American (Responses)
Positive Rating about Access	206	262	57	77	1	2
Positive Rating about General Satisfaction	203	259	60	74	2	2
Positive Rating about Counseling or Treatment	151	186	48	61	2	2
Positive Rating about Company	190	249	57	72	2	2
Positive Rating about Outcomes	156	261	43	77	1	2
Positive Rating about Treatment Planning	95	188	32	63	1	2

APPENDIX 1b. CONSUMER EVALUATION OF CARE BY CONSUMER CHARACTERISTICS						
Indicators	Asian (# Positive)	Asian (Responses)	Native Hawaiian or Pacific Islander (# Positive)	Native Hawaiian or Pacific Islander (Responses)	American Indian or Alaska Native (# Positive)	American Indian or Alaska Native (Responses)
Positive Rating about Access	42	47	52	64	2	3
Positive Rating about General Satisfaction	41	48	50	63	2	3
Positive Rating about Counseling or Treatment	29	32	33	38	1	1
Positive Rating about Company	39	48	48	61	1	2
Positive Rating about Outcomes	31	48	38	64	1	3
Positive Rating about Treatment Planning	20	32	20	38	1	1

APPENDIX 1b. CONSUMER EVALUATION OF CARE BY CONSUMER CHARACTERISTICS						
Indicators	Other (# Positive)	Other (Responses)	More than One Race Reported (# Positive)	More than One Race Reported (Responses)	Race/ethnicity not available (# Positive)	Race/ethnicity not available (Responses)
Positive Rating about Access	15	22	30	39	7	8
Positive Rating about General Satisfaction	14	22	26	39	8	8
Positive Rating about Counseling or Treatment	9	13	23	33	6	6
Positive Rating about Company	15	22	21	34	7	8
Positive Rating about Outcomes	12	21	26	39	4	7
Positive Rating about Treatment Planning	5	13	12	33	4	6